

Backup Pro – User Manual

Language English

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1 General

1.1 Supported Platforms

Platforms	Software package
Windows 8, 7, Vista, XP / Windows Server 2012, 2008, 2003	32 Bit: Backup Pro Win 64 Bit: Backup Pro Win x64
Mac OS X 10.9, 10.8, 10.7, 10.6, 10.5	Backup Pro Mac
Linux 2.6 Series Kernel or newer	Backup Pro Linux
OpenSolaris, Solaris 10	Backup Pro Solaris

1.2 Minimum Hardware Requirements

RAM	1 GB
CPU	1 GHZ
HD (free storage space)	250 MB
Display (minimum resolution)	1024x768

1.3 Backup Pro Software

The Backup Pro Software has to be installed on all computers that are to be backed up. The software is based on the award-winning program CrashPlan from Code42.

1.4 Download Backup Pro Software

Please download the Backup Pro Software for your system:

 Windows x64	Download
 Windows x32	Download
 Mac OS	Download
 Linux	Download
 Solaris	Download

Important note:

Please download the correct version for your windows platform (32bit or 64bit).

2 Backup Pro Installation in Windows

Important note:

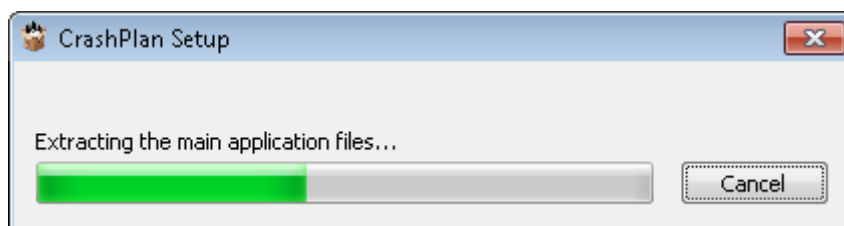
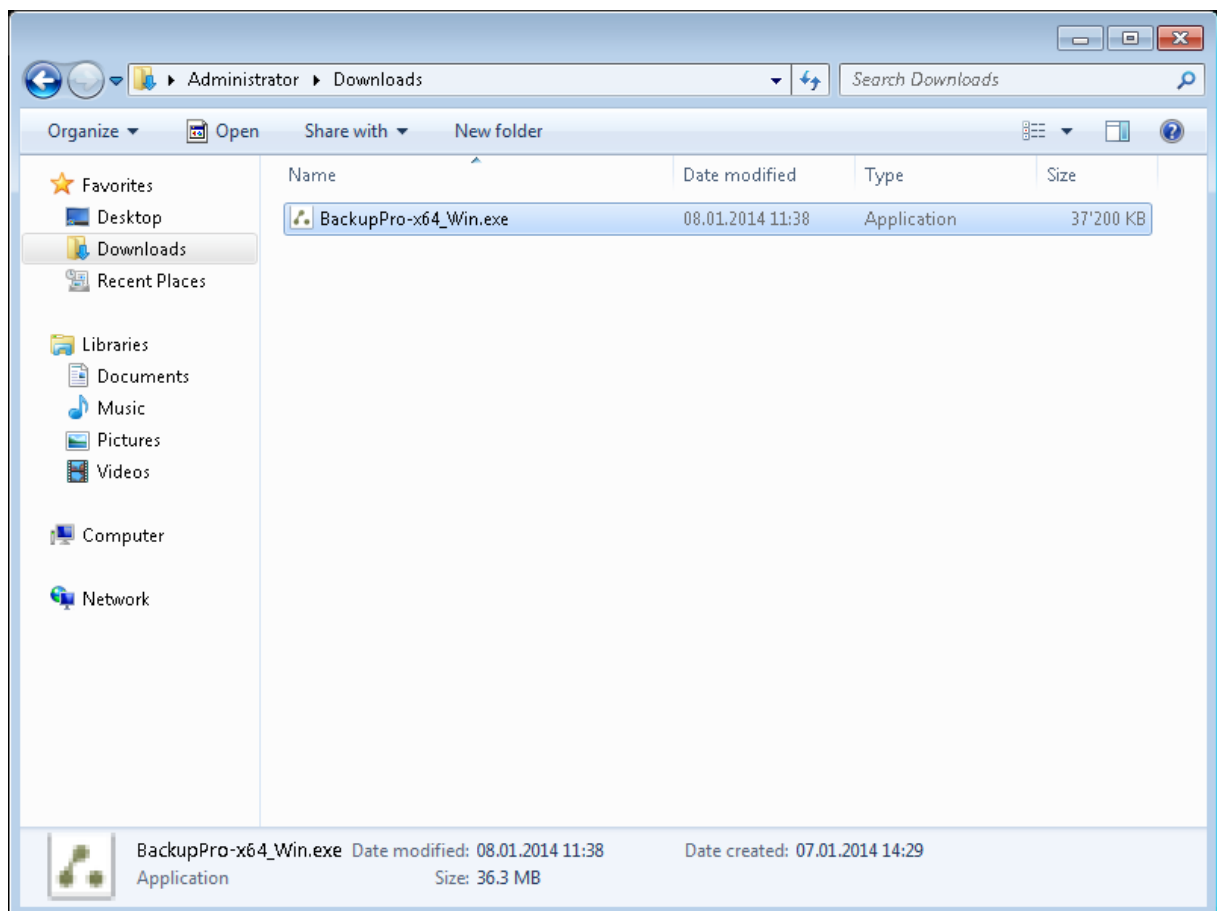
The installation of Backup Pro needs administrator rights!

The Backup Pro software is necessary to backup data from the computer. After installation and user registration, the initial backup of your document folder will be automatically performed in the background.

Please start the installation with step 1.

Step 1 – Loading installer files

Double-click on the downloaded installer file „BackupPro_Win.exe“ or for x64-Systems on the file „BackupPro-x64_Win.exe“.

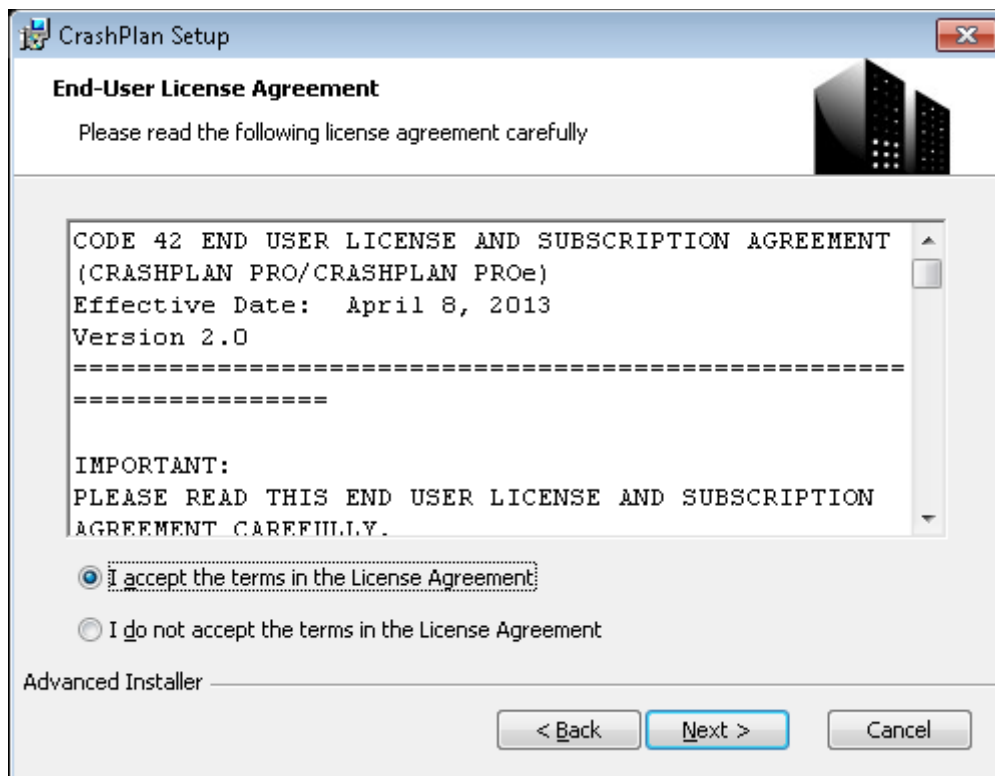
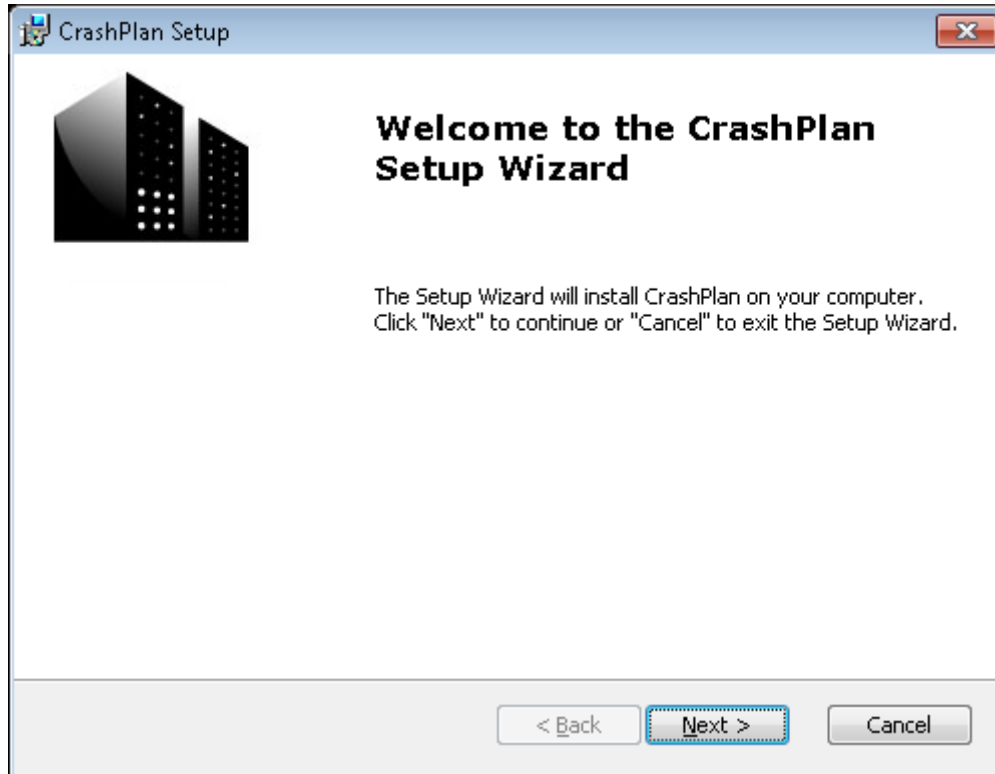


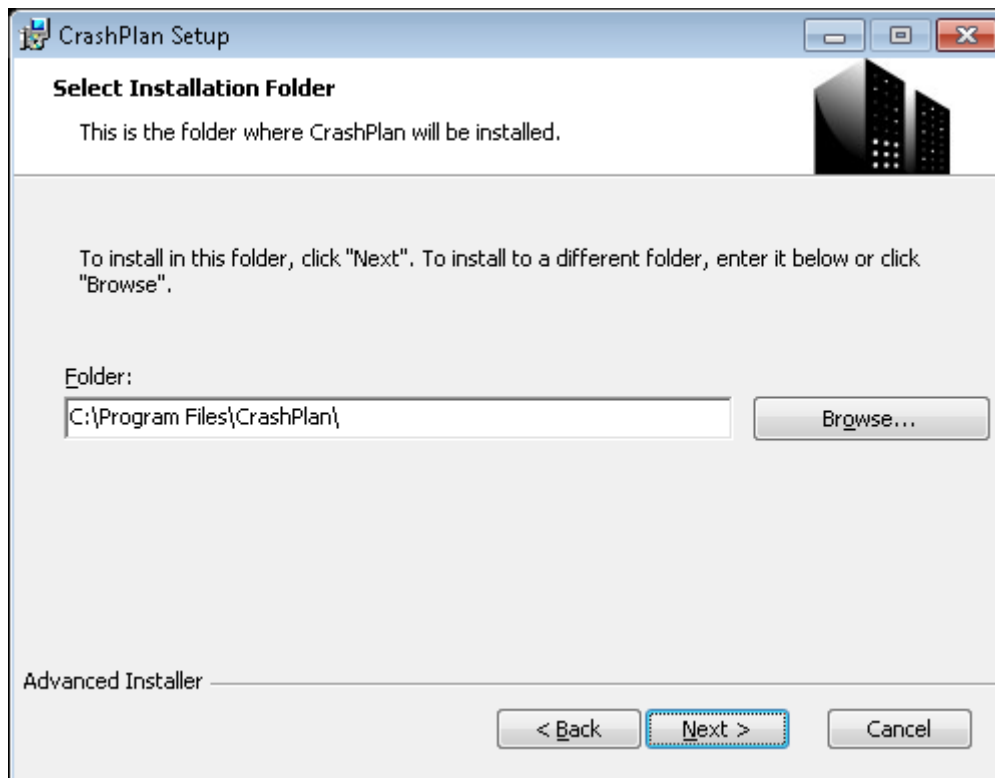
Step 2 – Start the installation

Important note:

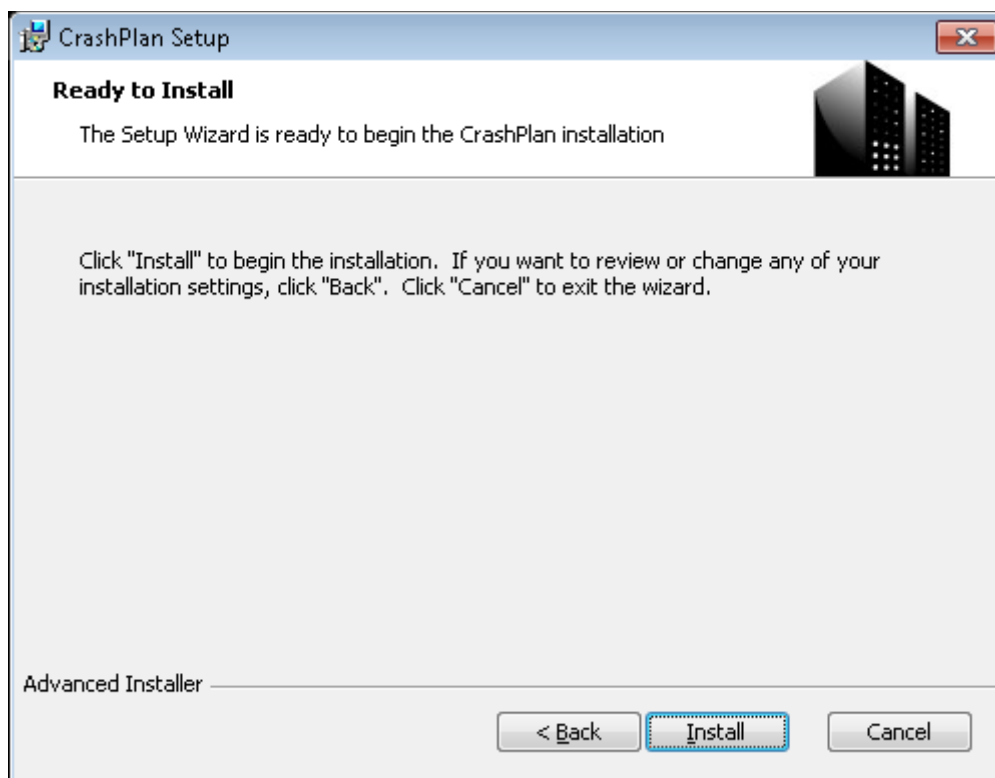
The installation of Backup Pro is not anymore Arcplace branded. This is absolutely correct and will be the case in the future.

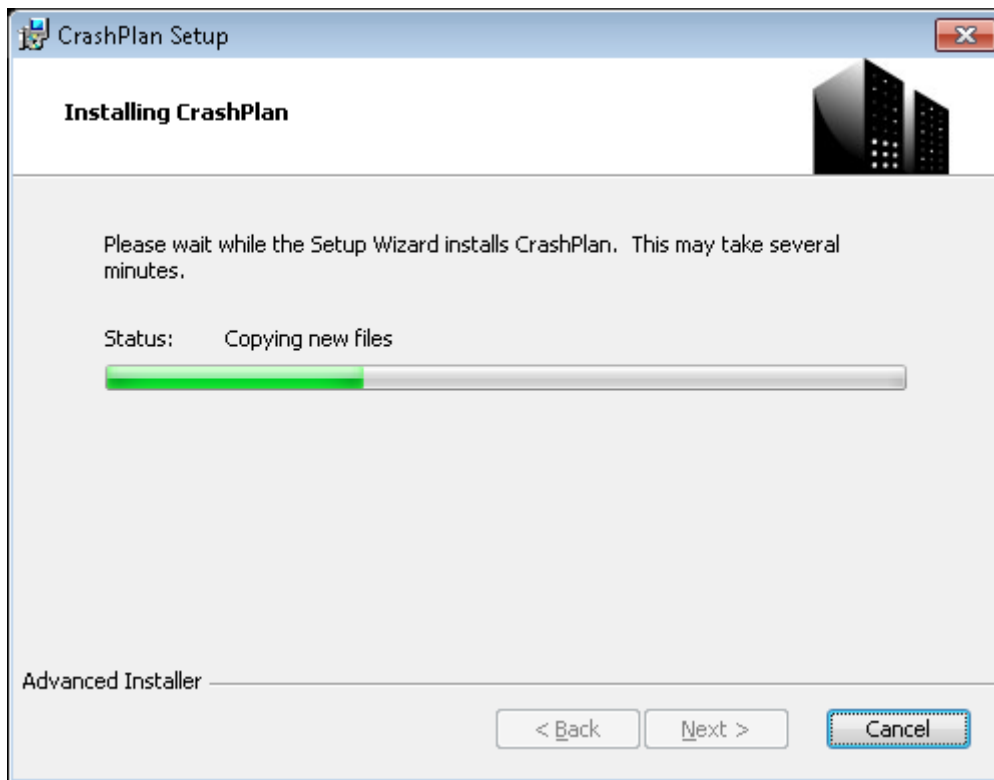
Follow the instructions on the screen:



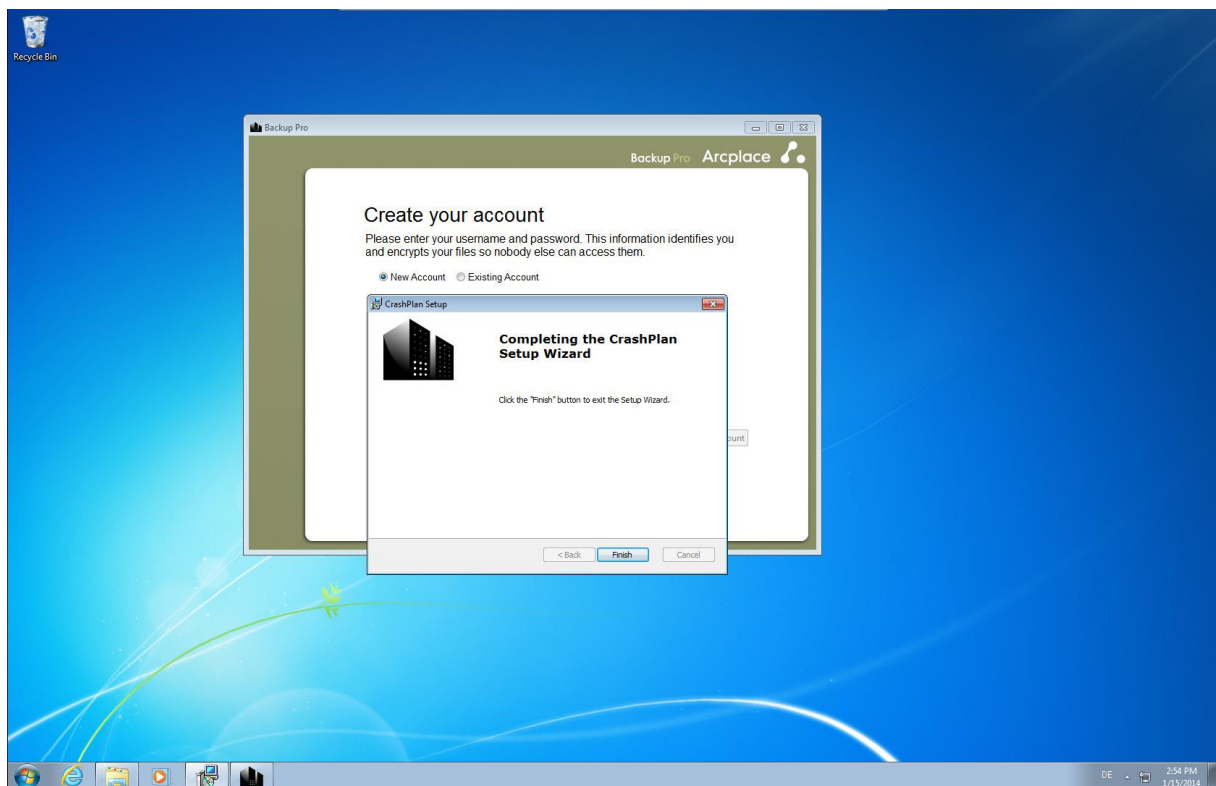


After clicking on „Install“, the files will be installed on your system.





Now you should see a window, which shows you the success of the installation. After a few seconds a window will appear in the background. Change to the registration screen with a click on „Finish“.

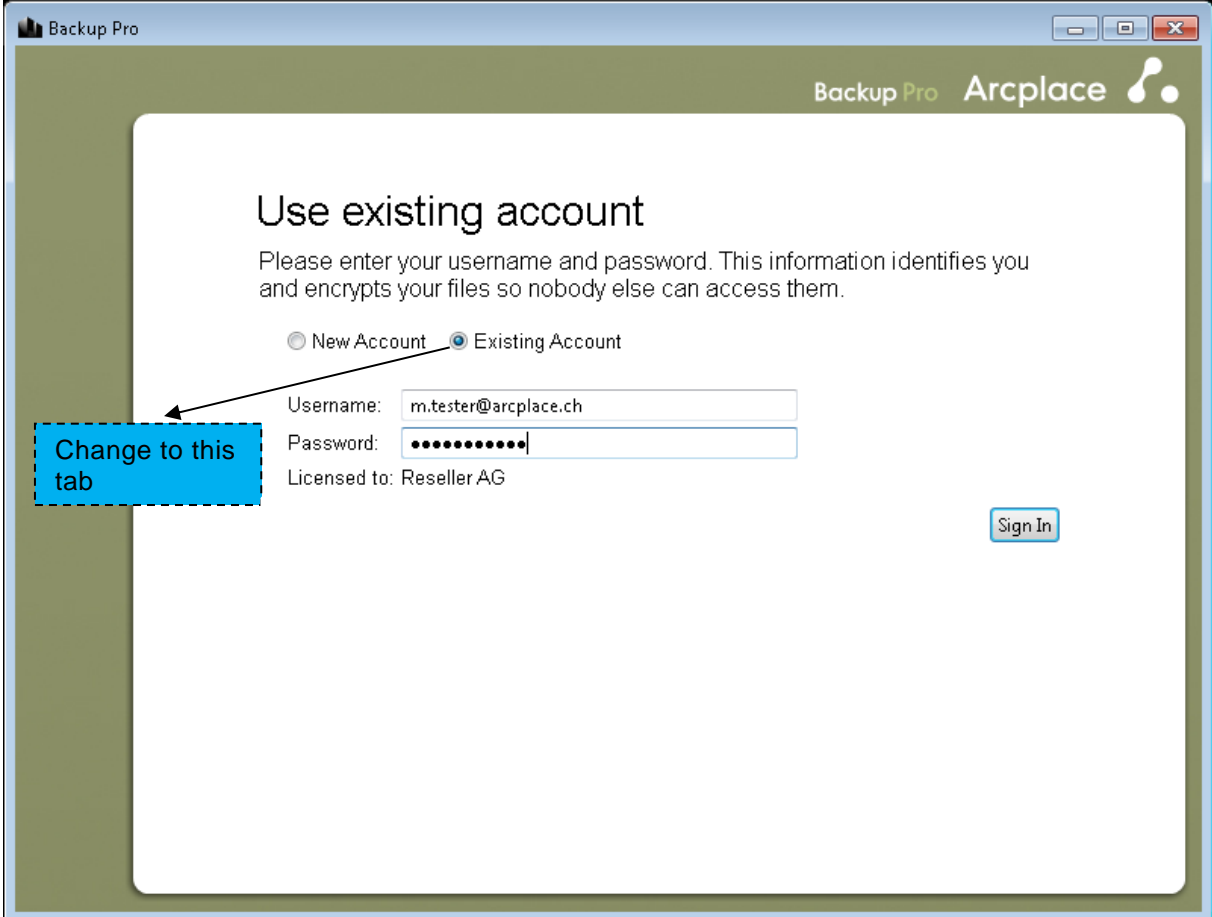


Step 3 – Registration of your computer to your Backup Pro account

In this step you need to register your computer using your Backup Pro account. One computer is equivalent to one client. **An account can be used for up to four computers/clients and needs only one user license.**

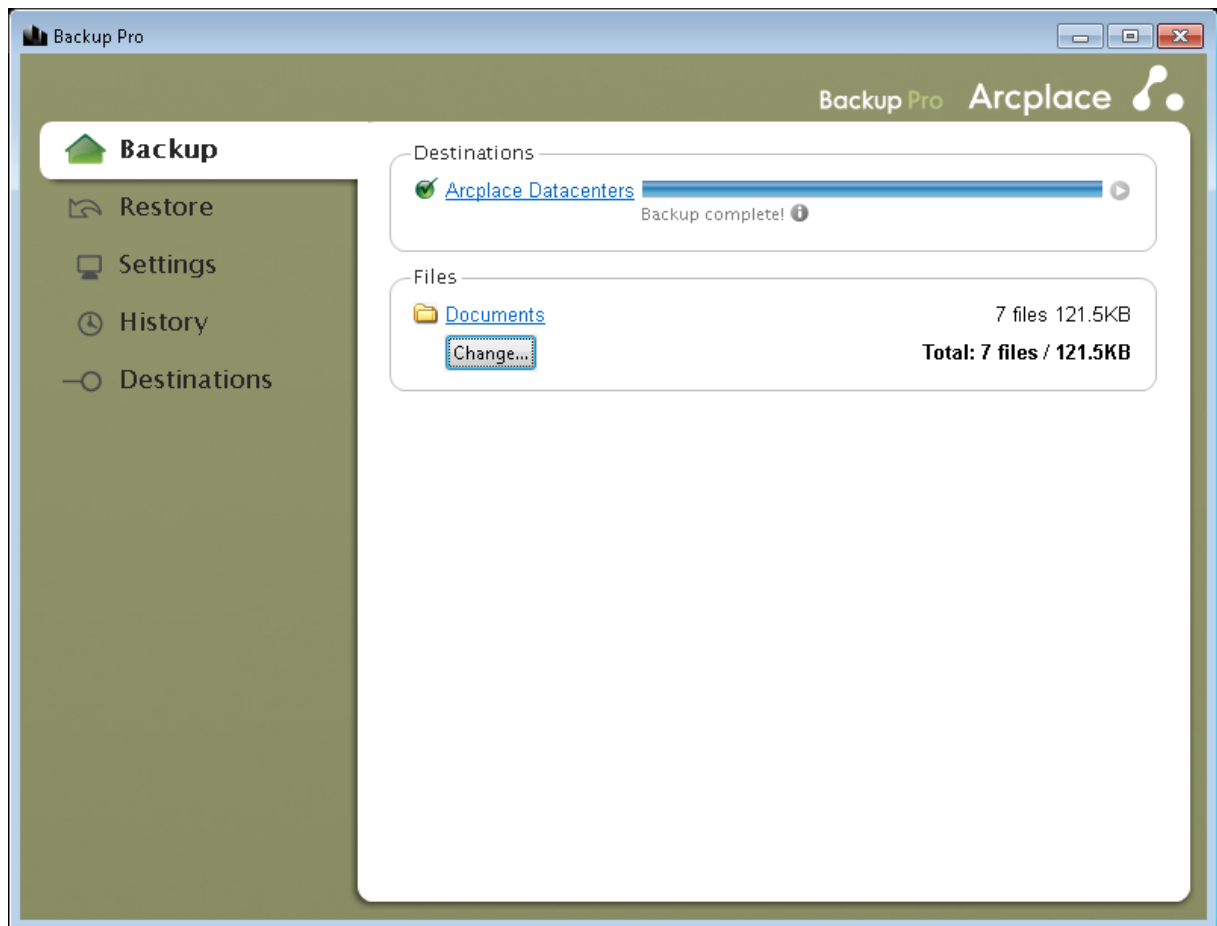
- **Email:** Please provide your full Email address here.
- **Password:** Provide your password from the backup order here.

The Email and Password should have been sent to you directly from your IT-Partner or from Arcplace.



The screenshot shows a window titled 'Backup Pro' with the Arcplace logo in the top right corner. The main content area is titled 'Use existing account' and includes the instruction: 'Please enter your username and password. This information identifies you and encrypts your files so nobody else can access them.' Below this, there are two radio buttons: 'New Account' and 'Existing Account'. The 'Existing Account' radio button is selected. A blue dashed box with the text 'Change to this tab' and an arrow points to the 'Existing Account' radio button. Below the radio buttons, there are two input fields: 'Username:' with the value 'm.test@arcplace.ch' and 'Password:' with masked characters. Below these fields, it says 'Licensed to: Reseller AG'. A 'Sign In' button is located at the bottom right of the form area.

After registration, the first screen you will see is shown below. By default **your document folder** in your user profile will be automatically backed up (example „Documents“).



You will find a detailed explanation of the software configuration on the following page „[Configuration Manual](#)“.

3 Backup Pro Configuration

This section gives you an overview of all important functions of the Backup Pro Software.

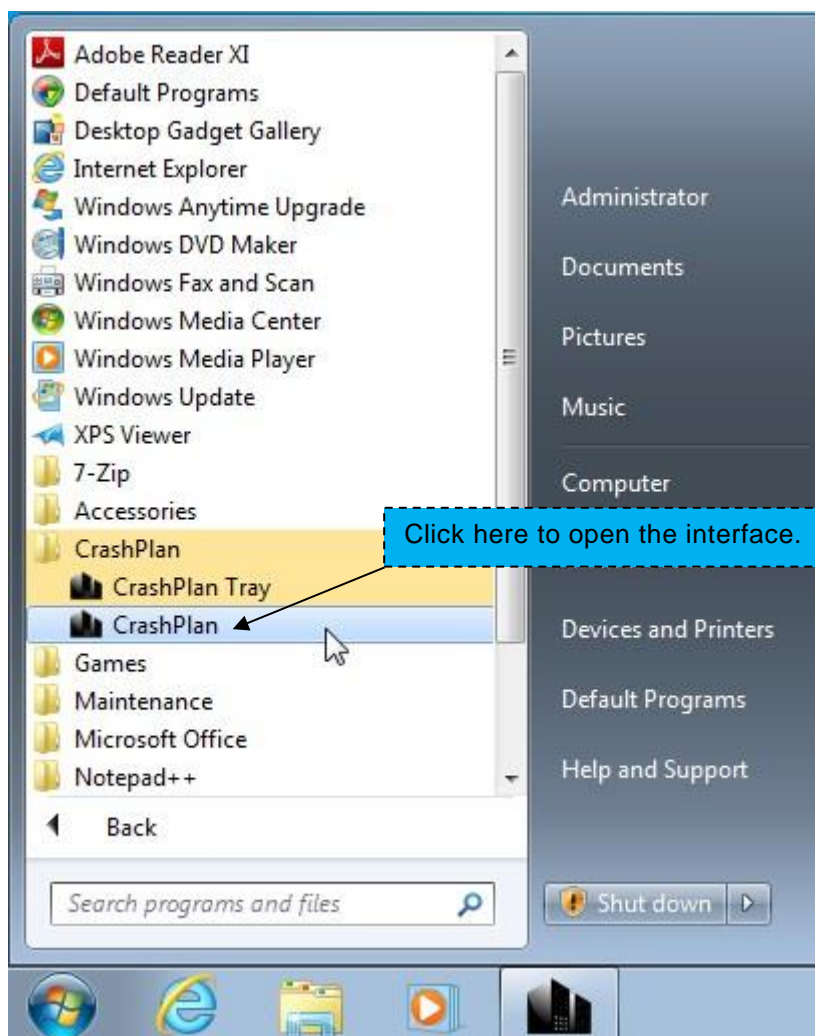
In particular, please read the following chapters carefully:

1. [Select Data to Back Up](#)
2. [Restore data \(Files and Folders\)](#)
3. [Settings – Backup Frequency and Versioning](#)
4. [Settings – Archive Encryption Key](#)

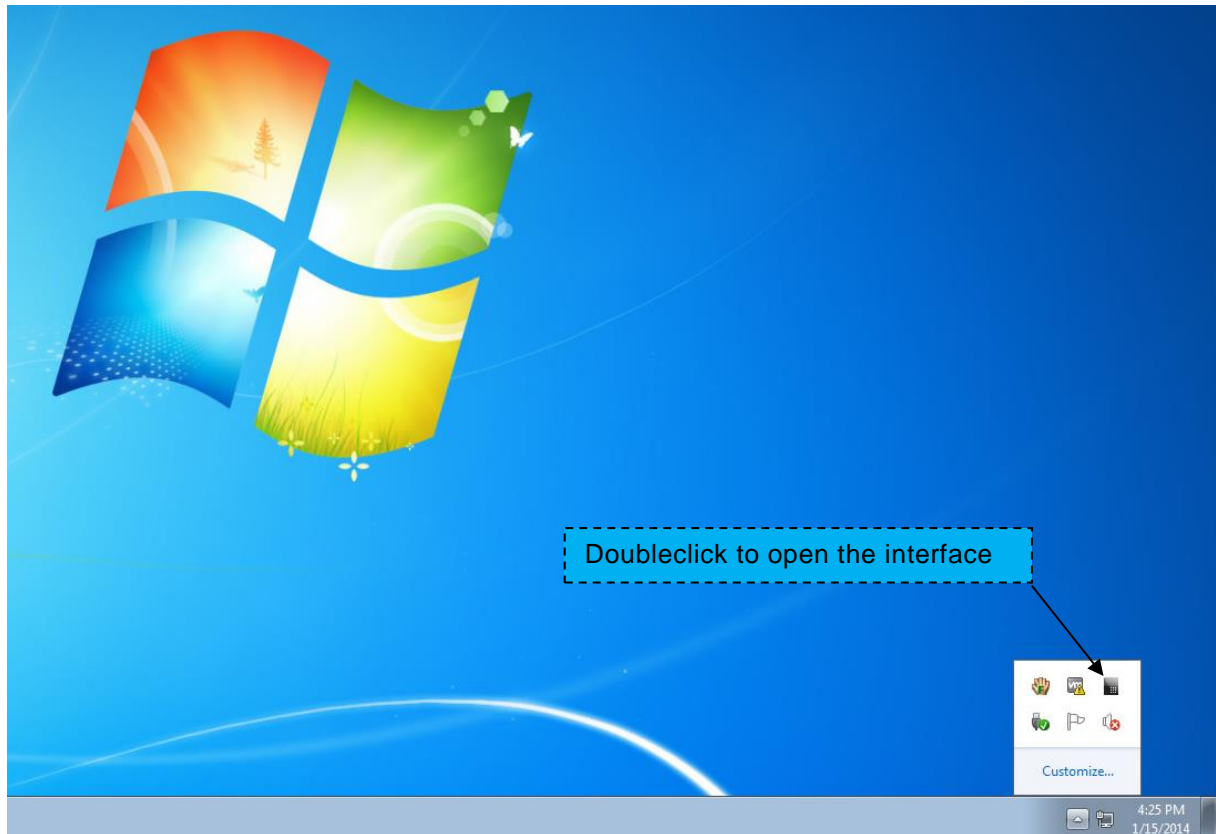
3.1 Start using Backup Pro after system boot


After system boot the Backup Pro service starts itself automatically in the background. To configure the software you can start the interface by using the start menu or the taskbar.

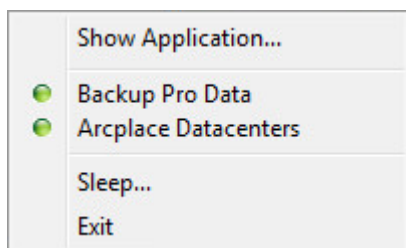
1. **Start menu:** Open interface by double-clicking under „CrashPlan“ on „CrashPlan“



2. Taskbar: Open interface by double-clicking on the house symbol in the taskbar



You can find more options in the context menu of . The context menu can be opened by a right-mouse click.



Show Application...	Open interface (same function as double-clicking on the icon)
Backup Pro Data	Optional backup destination (see Add new backup destination)
Arcplace Datacenters	Arcplace backup destination (Online Storage)
Sleep...	Stop scheduled backup jobs for a certain time
Exit	Close the taskbar program → Not recommended because Backup Pro won't detect whether or not the user is away

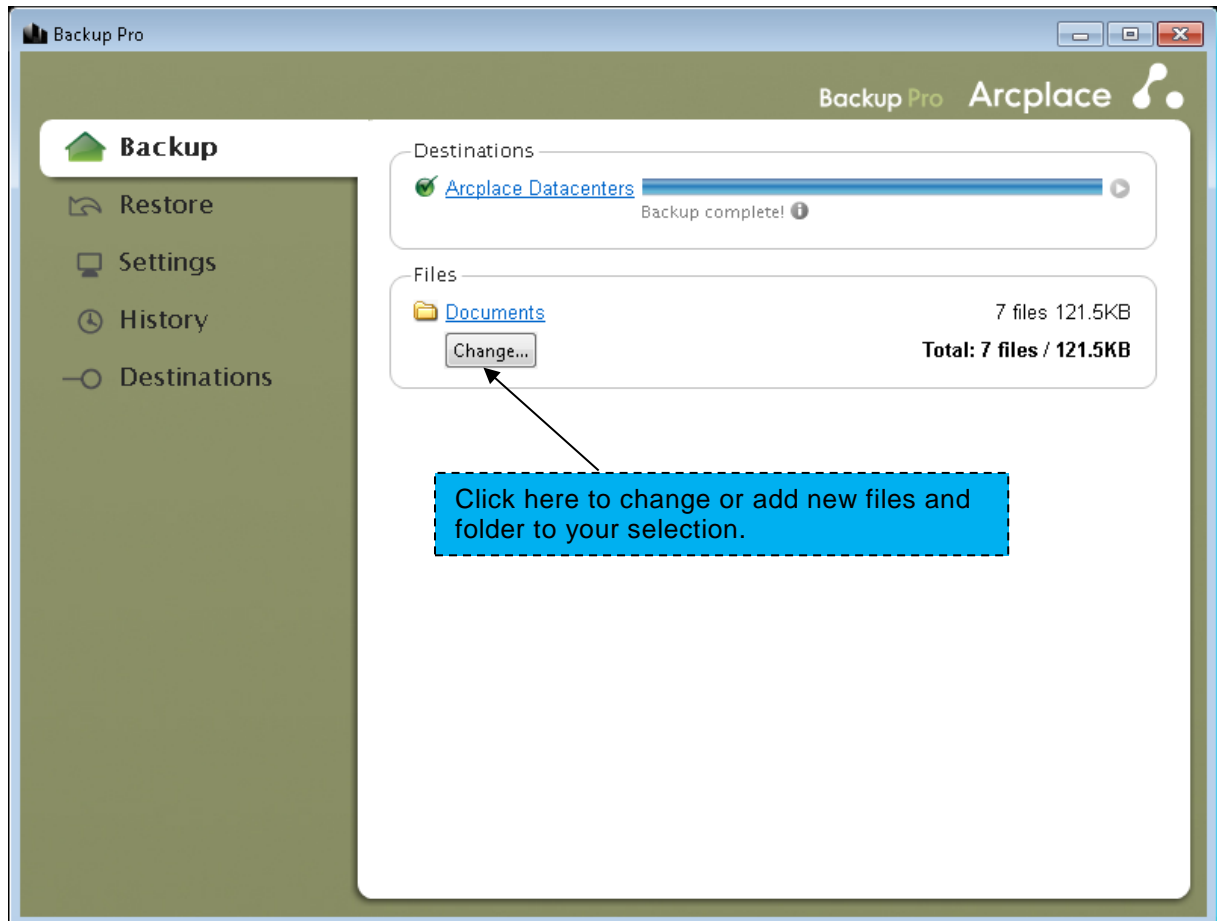
3.2 Select Data to Back Up

Which data should I backup? This question is important and according to the requirements the appropriate files and folders should be selected in order to be included in your backup set.

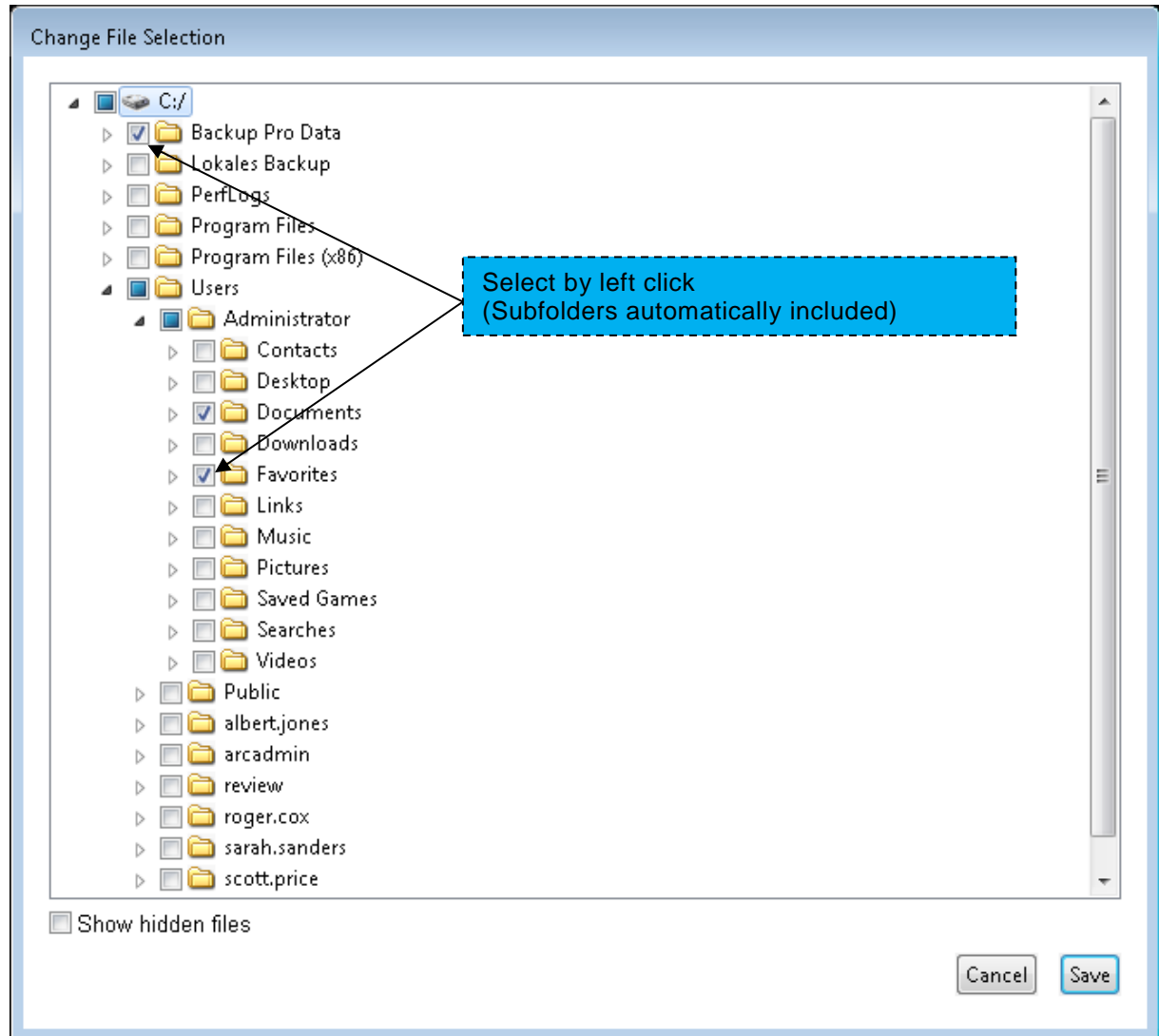
ATTENTION:

What is not selected, will not be backed up! Please review your selection carefully.

To change the selection click on the button „Change“ as shown on the screenshot below.



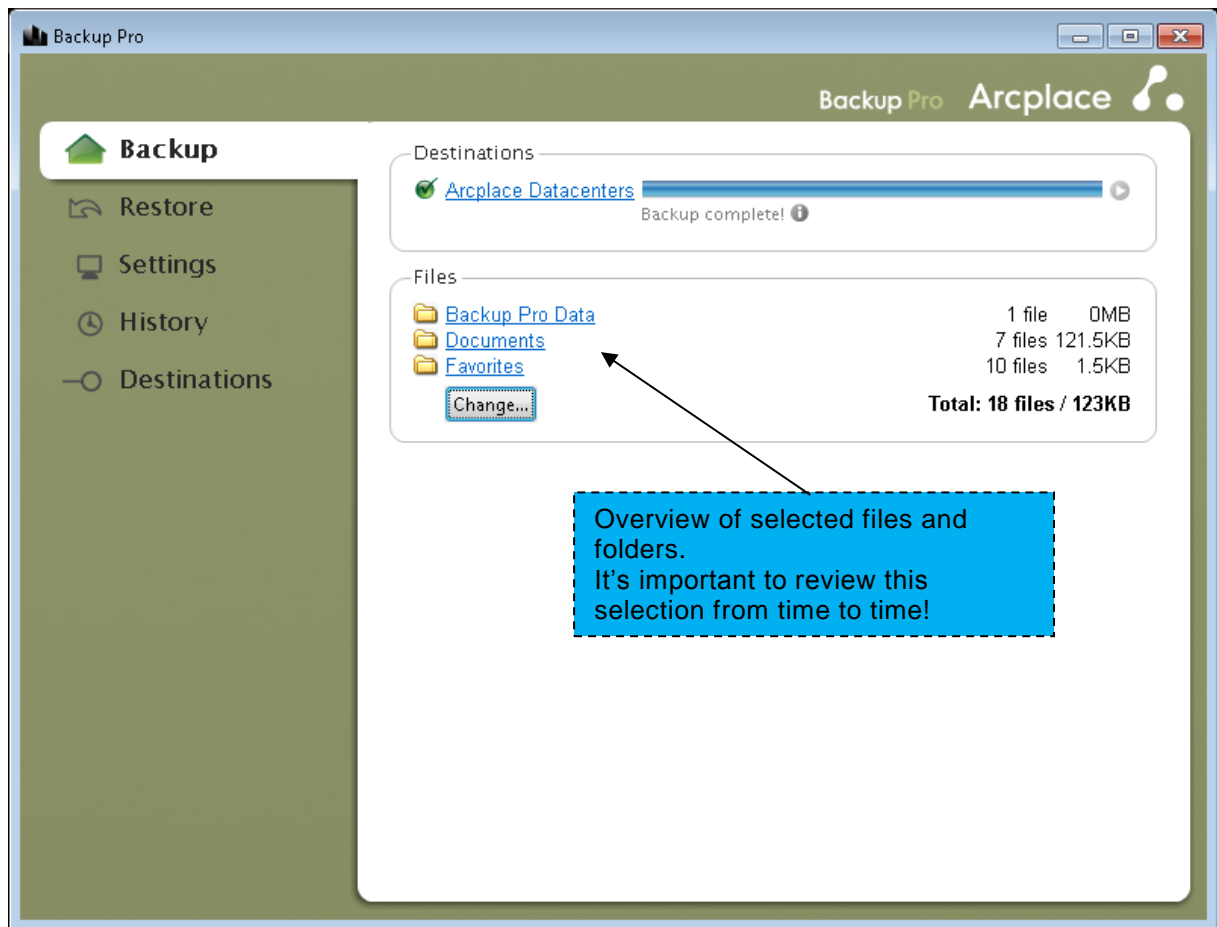
Change the selection (Attention: Example)



Legend of symbols:

<input type="checkbox"/>	Not selected → These files and folders won't be backed up!
<input checked="" type="checkbox"/>	Selected with subfolders → Files and folder (with all subfolders) will be backed up!
<input type="checkbox"/>	Folder contains selected subfolders

After the selection of the new files and folders the backup will start immediately and transfer the selection to the Arcplace datacenter.



3.3 Restore data (Files and Folders)

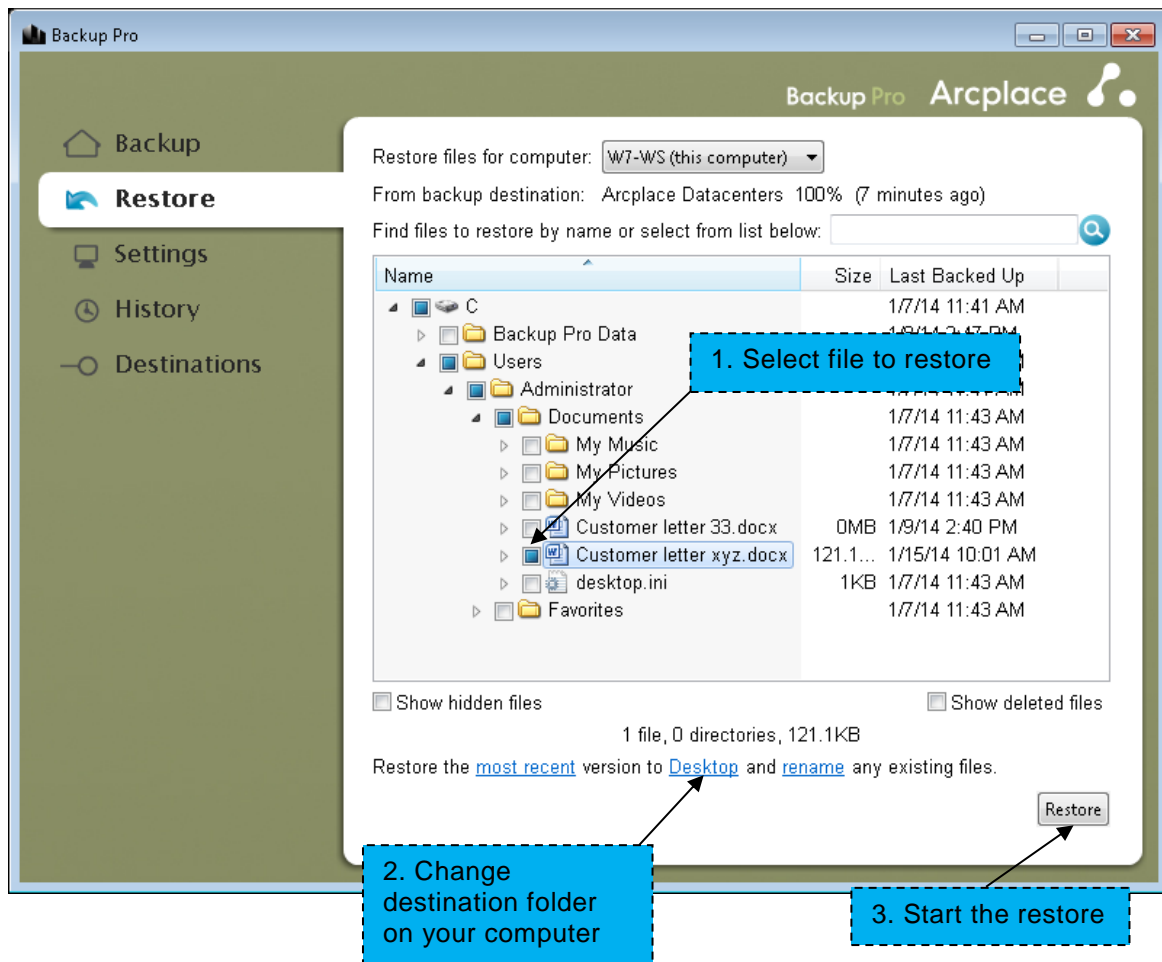
Restoring data allows you to copy certain files and folders back to your computer, so they can be opened directly with your local programs. There are different ways to restore data which are described below.

Restore a file/folder

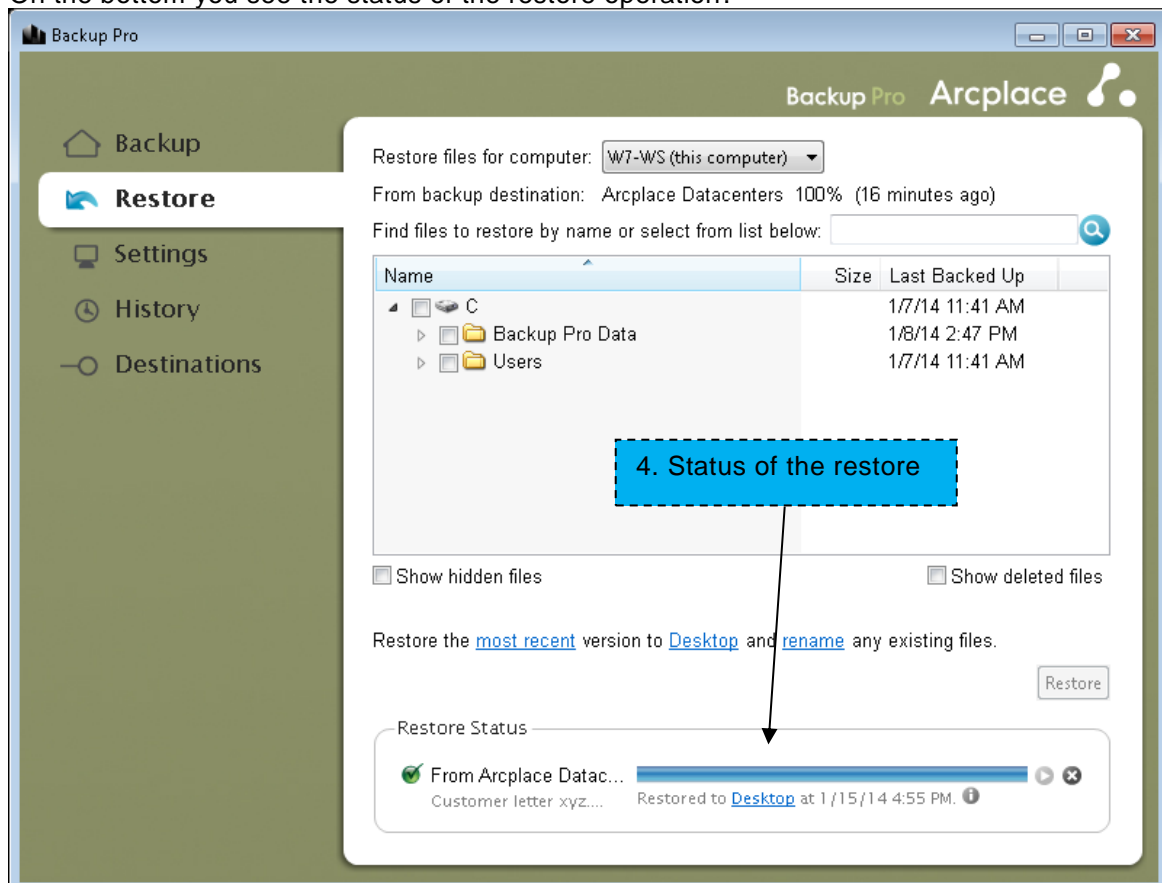
To restore files please open the menu „Restore“ and navigate through the Backup Pro explorer to the original location of the file on your computer.

In the following example we will restore a lost document „Customer letter xyz.docx“ in the folder „Documents“. By default the last version in the backup archive will be restored to your Desktop (see screenshot below).

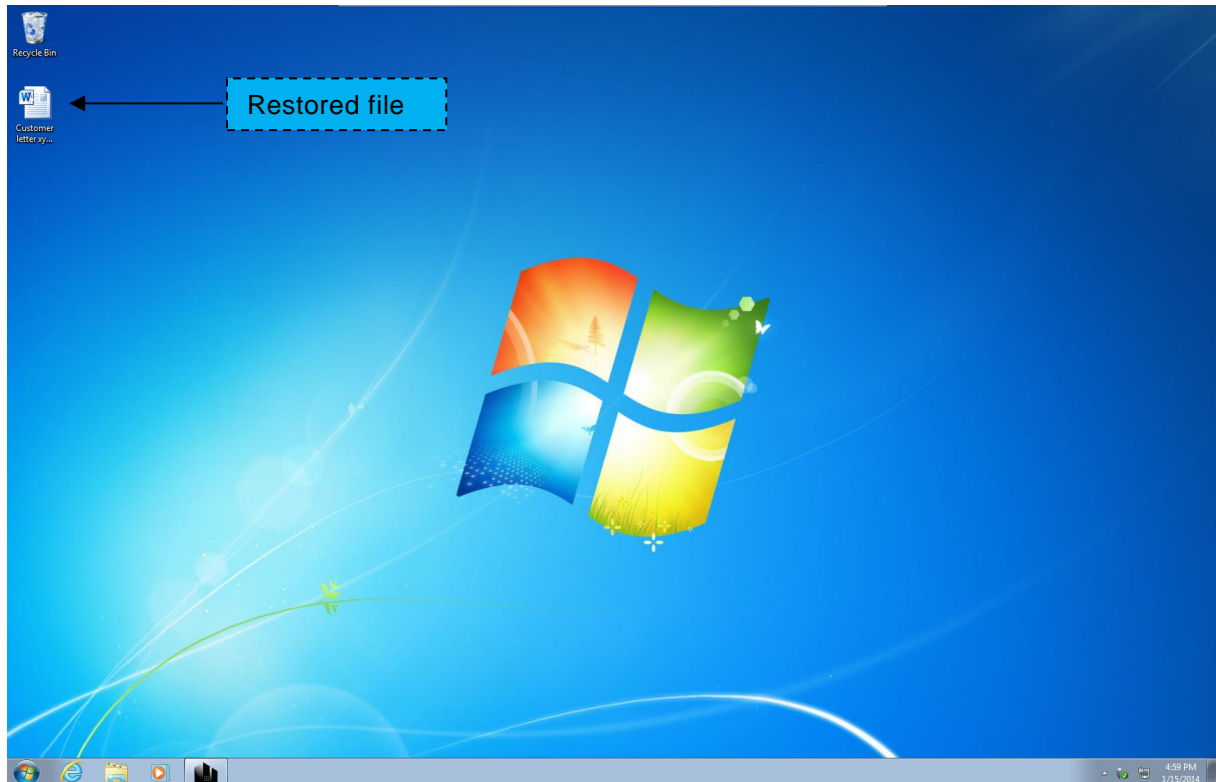
Excepting the selection, restoring a folder is equivalent.



On the bottom you see the status of the restore operation.

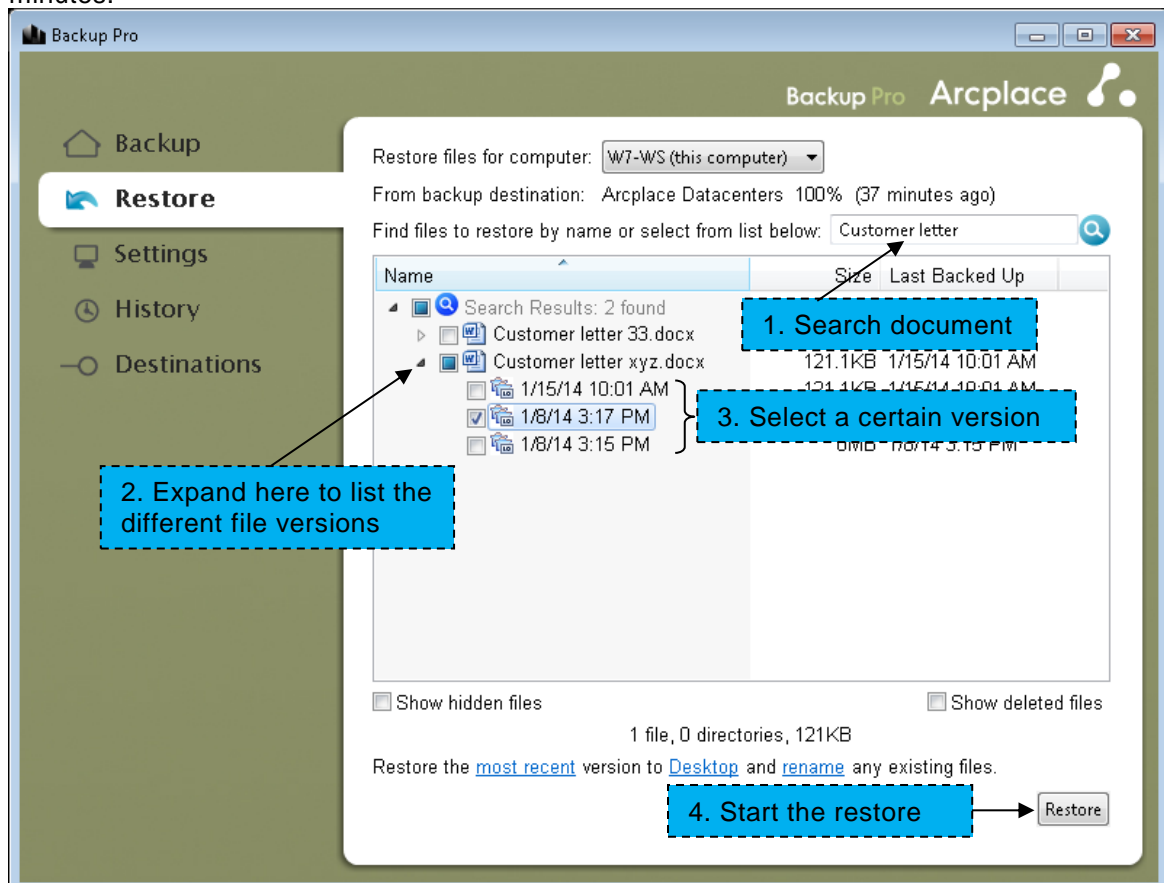


After the restore the file is placed on your Desktop (Default Setting).



Search and restore a certain file version

Restoring a certain file version helps you to reverse maloperations on a document. For example, if you're working on an important document all day long and suddenly need a previous version of the document this can be done with Backup Pro. By default new versions will be saved every 15 minutes.

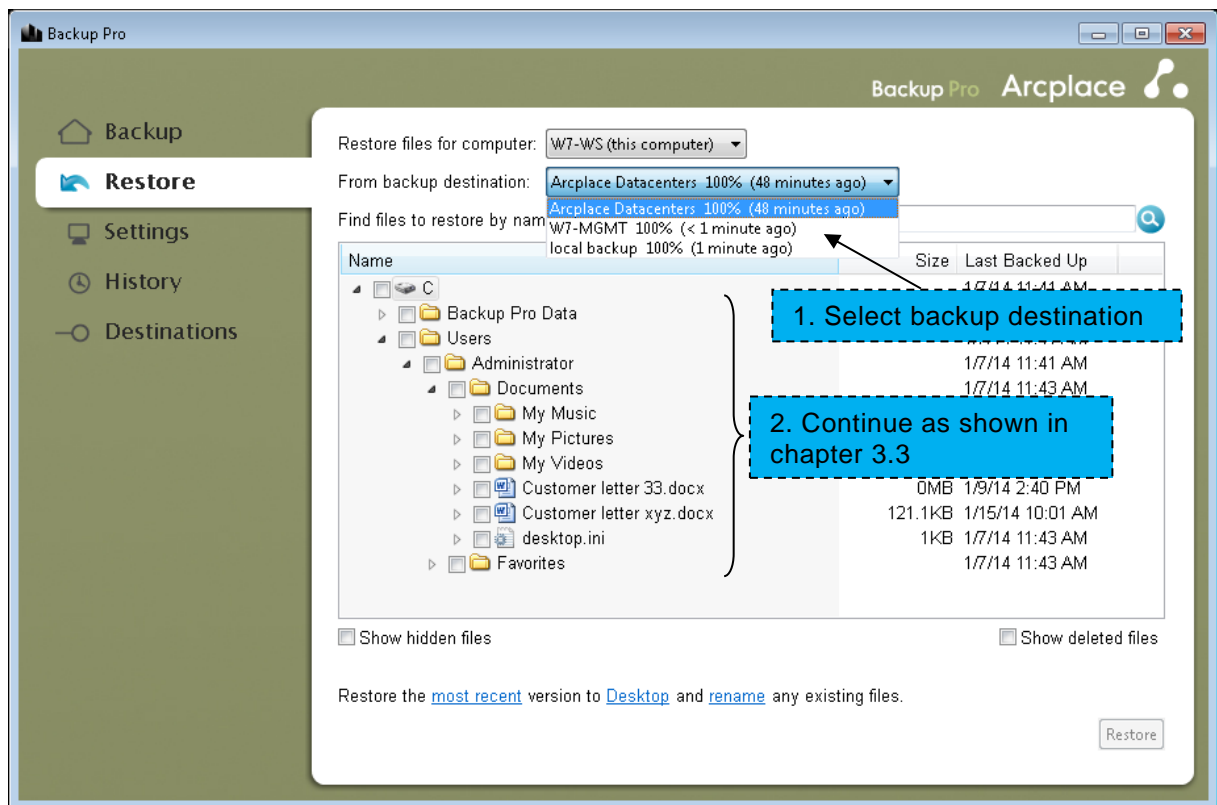


3.4 Restore data from another backup destination

Data can be restored from different backup destinations. By default data will be restored from Arcplace Datacenters, but you can change it (if you have configured different backup destinations) as shown on the screenshot below.

In this example:

Arcplace Datacenters	Default backup destination at Arcplace (over Internet)
W7-MGMT	Backup destination on another Computer (over LAN/Internet)
local backup	Backup destination on a local storage (Hard disk)

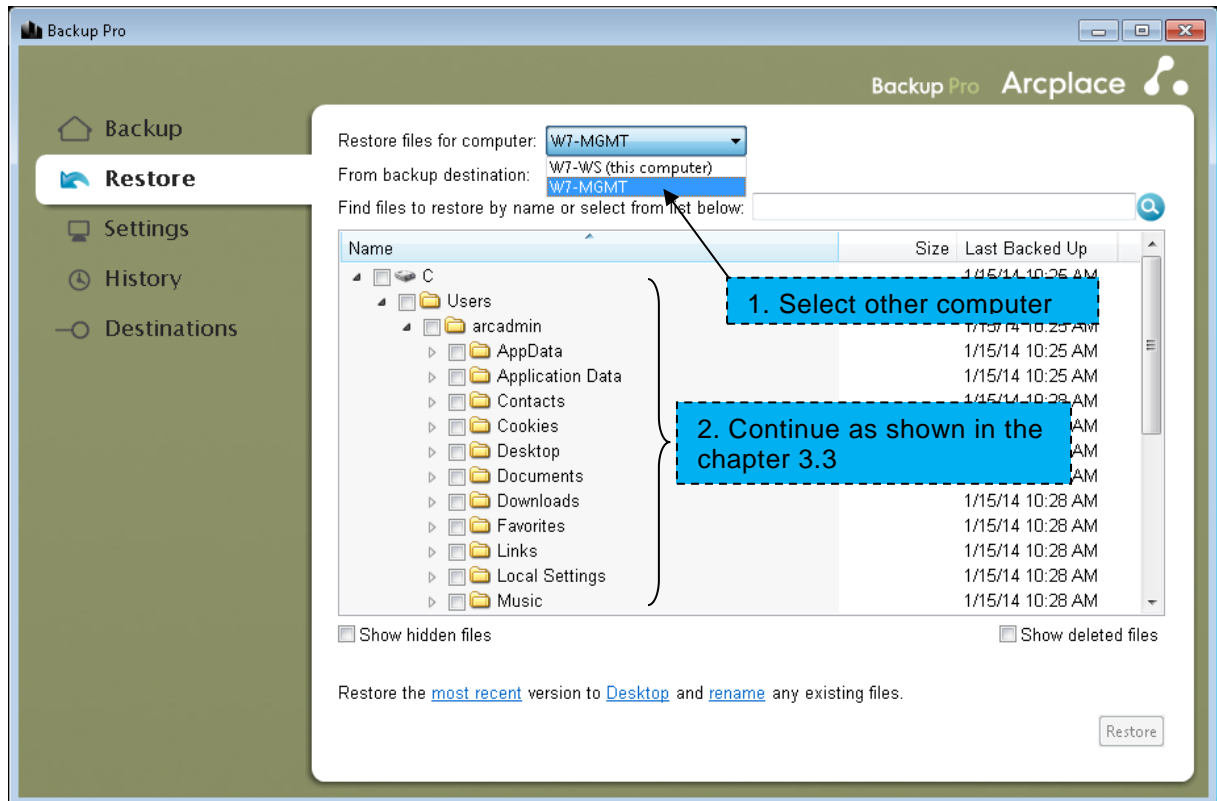


3.5 Restore Data of another Computer

Backup Pro also allows you to restore data from another registered computer. That means it's possible to restore data, which originated from another computer which is linked to the same account (e-mail address).

Please note:

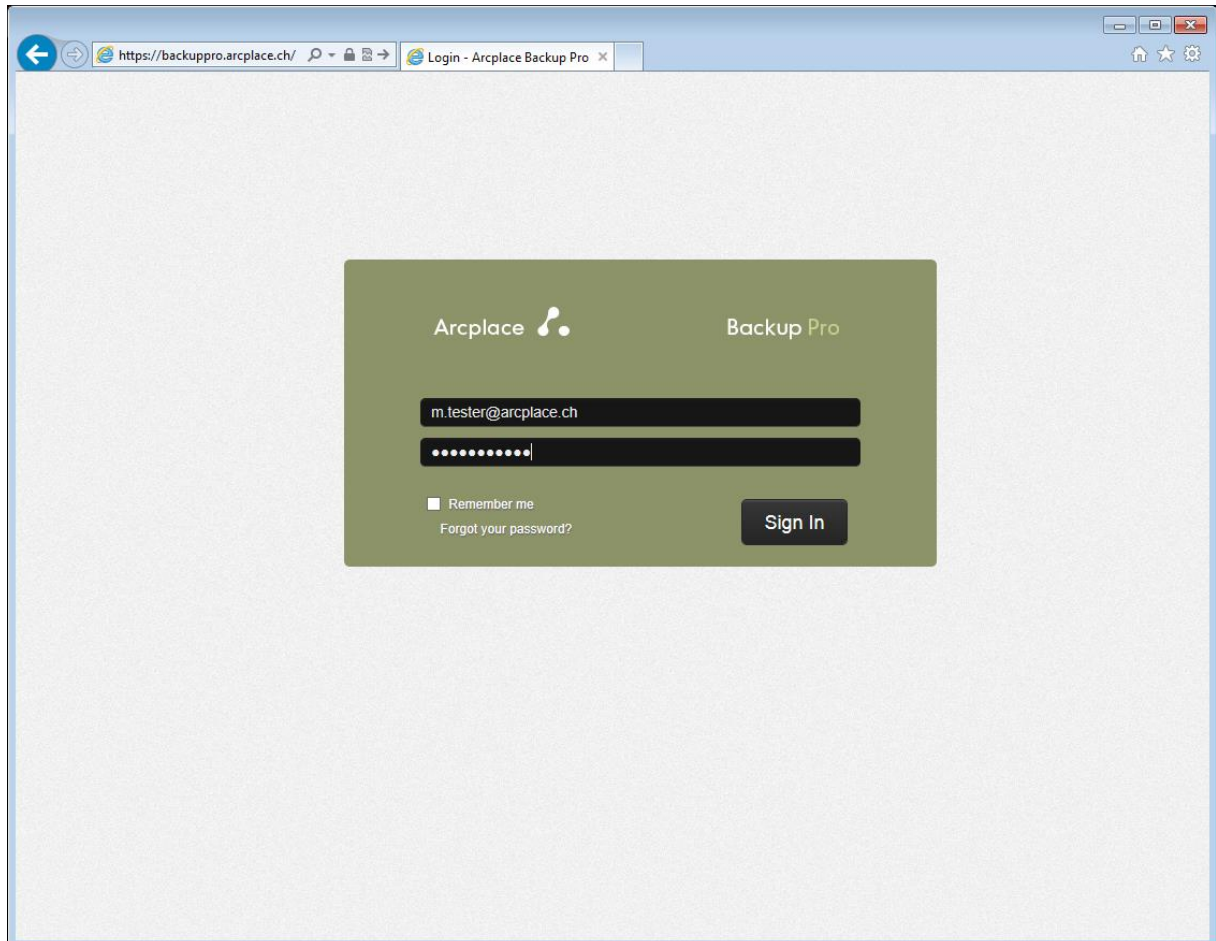
The destination folder of the restore operation is always on the computer you're working on right now.



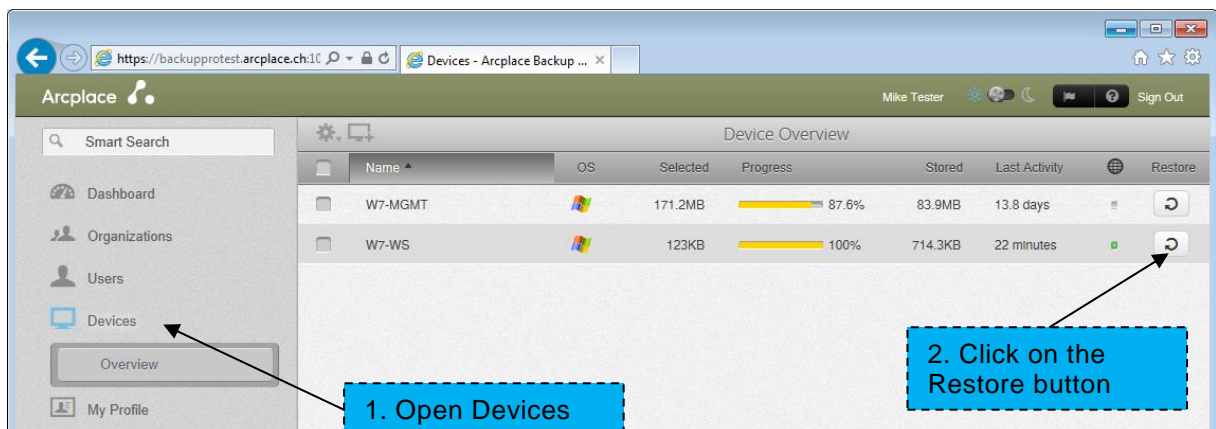
3.6 Web Restore (Restore data through the web interface)

Backup Pro gives you the option to restore data through a web interface. This means that you do not need the Backup Pro software for a restore.

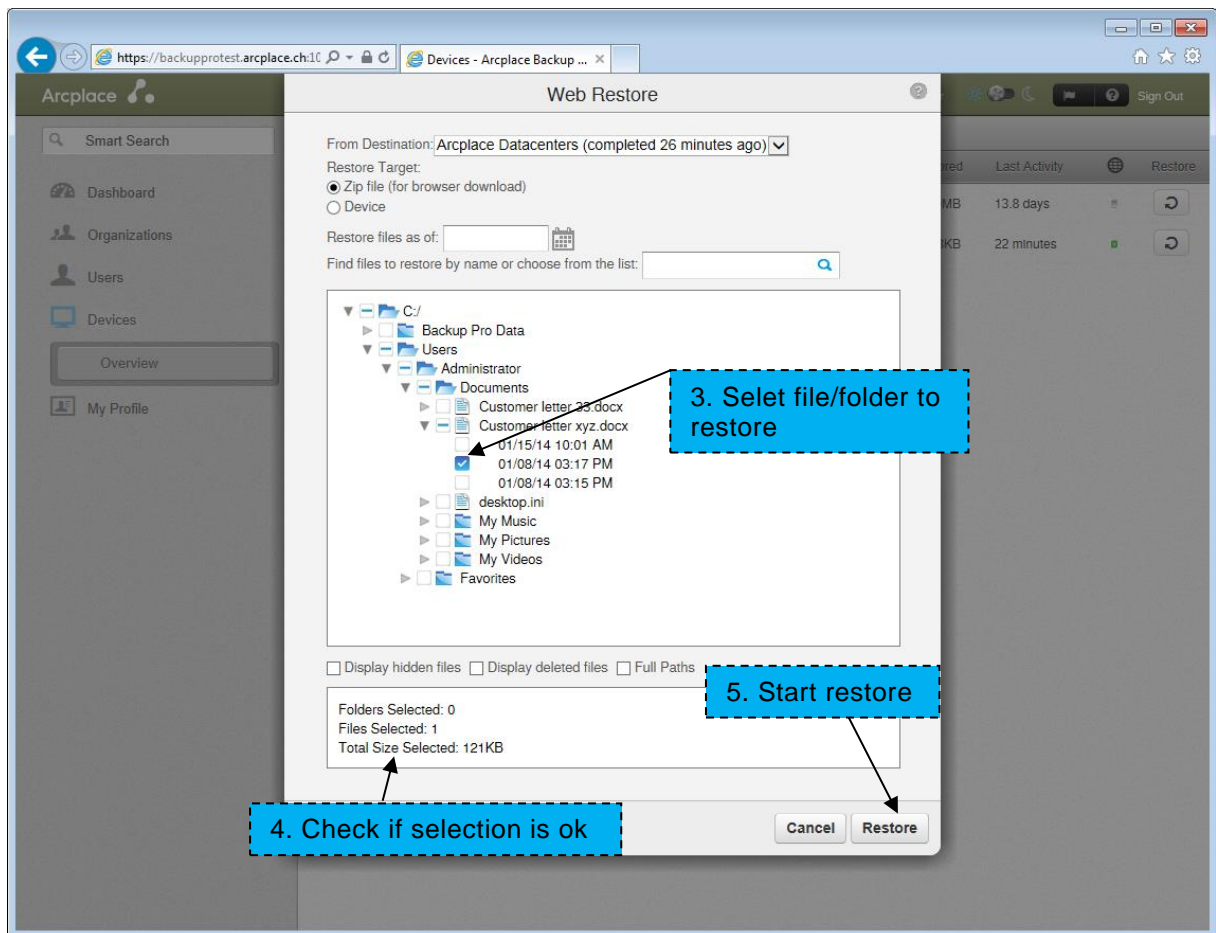
To restore data through the web interface use the following link <https://backuppro.arcplace.ch> with your Internet Browser (Internet Explorer, Firefox etc.) and login with your Backup Pro credentials (see screenshot below).



Click on “Devices” on the left side and then on the Restore button from the device you want to perform a restore from.



You have two possibilities to restore files through the web interface. The first possibility is to download the files you need as a ZIP file:



After preparing the restore selection, a new download link will appear at the bottom left.

The screenshot shows the Arcplace web application interface. The top navigation bar includes the Arcplace logo, a user profile (Mike Tester), and a 'Sign Out' button. The left sidebar contains a 'Smart Search' bar and a list of navigation items: Dashboard, Organizations, Users, Devices, Overview (highlighted), and My Profile. The main content area is titled 'Device Overview' and displays a table with the following data:

Name	OS	Selected	Progress	Stored	Last Activity	Restore
W7-MGMT	Windows 7	171.2MB	87.6%	83.9MB	13.8 days	[Restore Icon]
W7-WS	Windows 7	123KB	100%	714.3KB	22 minutes	[Restore Icon]

At the bottom left, a notification box states: 'WebRestore_1 (121KB; 1 files) Finished: Click here to download'. A blue callout box with a dashed border points to this link with the text: '6. Click here to download the ZIP-File'.

The second possibility is to push the files directly to the client on which Backup Pro is installed:

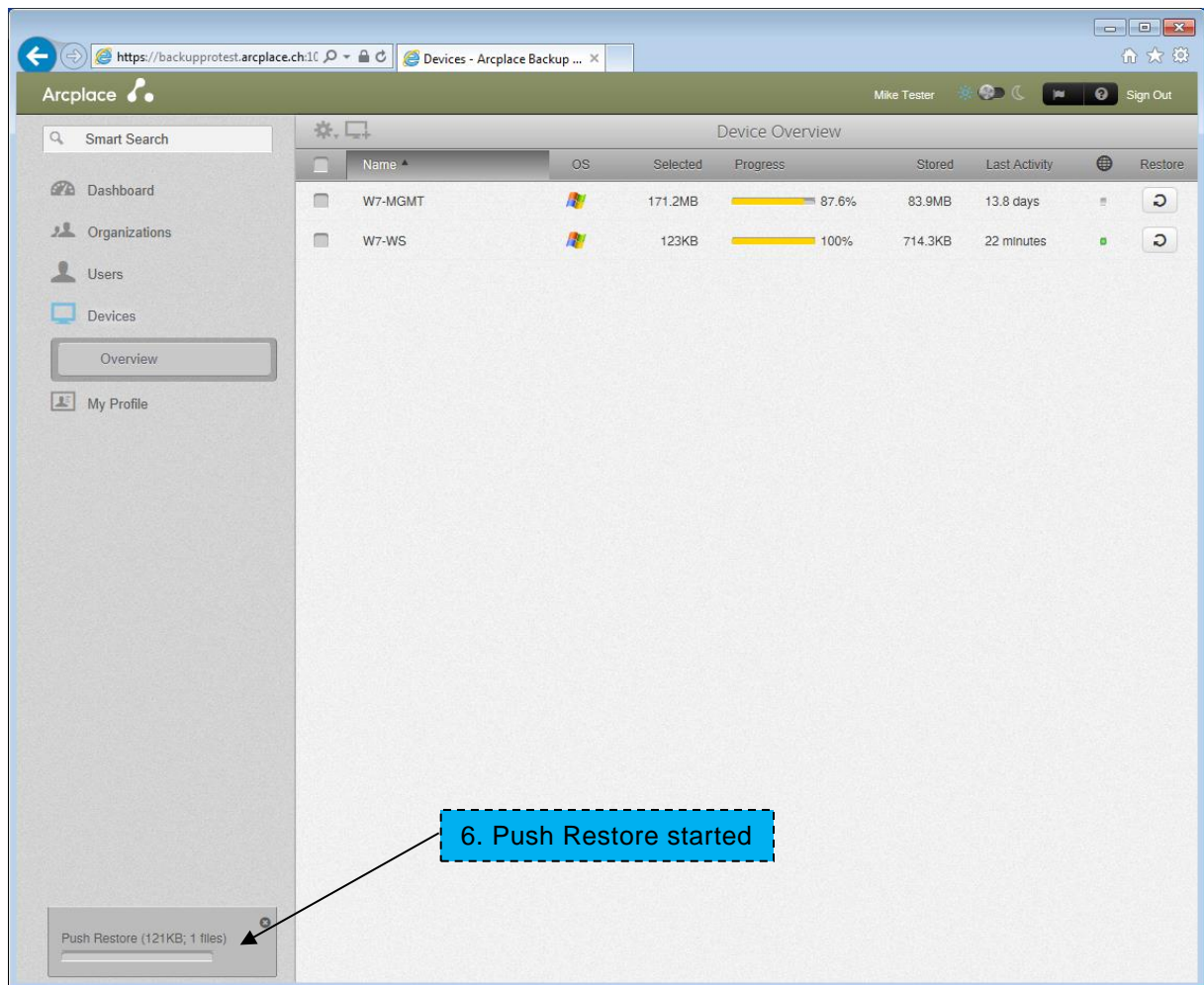
The screenshot shows the 'Web Restore' window in the Arcplace web interface. The interface includes a sidebar with navigation links like 'Smart Search', 'Dashboard', 'Organizations', 'Users', 'Devices', 'Overview', and 'My Profile'. The main content area is titled 'Web Restore' and contains the following elements:

- From Destination:** Arcplace Datacenters (completed 44 minutes ago) (dropdown menu)
- Restore Target:** ☐ Zip file (for browser download) ☒ Device
- Target device:** W7-WS (text input field) Online (status)
- Target path:** C:/Backup Pro Data/ (text input field)
- Restore files as of:** (calendar icon)
- Find files to restore by name or choose from the list:** (search bar)
- File list:** A tree view showing the file system structure. The 'C:/' folder is expanded, showing 'Backup Pro Data', 'Users', and 'Administrator'. Under 'Administrator', the 'Documents' folder is expanded, showing several files. The file '01/08/14 03:17 PM' is selected.
- Display hidden files** ☐ **Display deleted files** ☐ **Full Paths** ☐
- Selection summary:** Folders Selected: 0, Files Selected: 1, Total Size Selected: 121KB
- Buttons:** Cancel and Restore

Numbered callouts (3-8) in blue dashed boxes provide instructions:

3. Select Device
4. Start typing the pc name and select the right client.
5. Click here and select the path for the restore
6. Selet file/folder to restore
7. Check if selection is ok
8. Start restore

After clicking on restore, you will see that the push restore has started on the bottom left. Please check the folder you selected during the restore process on the client and you should find the selected file.



3.7 Add new backup destination

Where do you want to back up your data? In addition to the Arcplace Datacenters, Backup Pro allows you to back up your data to a local storage or another computer.

Advantage of a local storage as a backup destination?

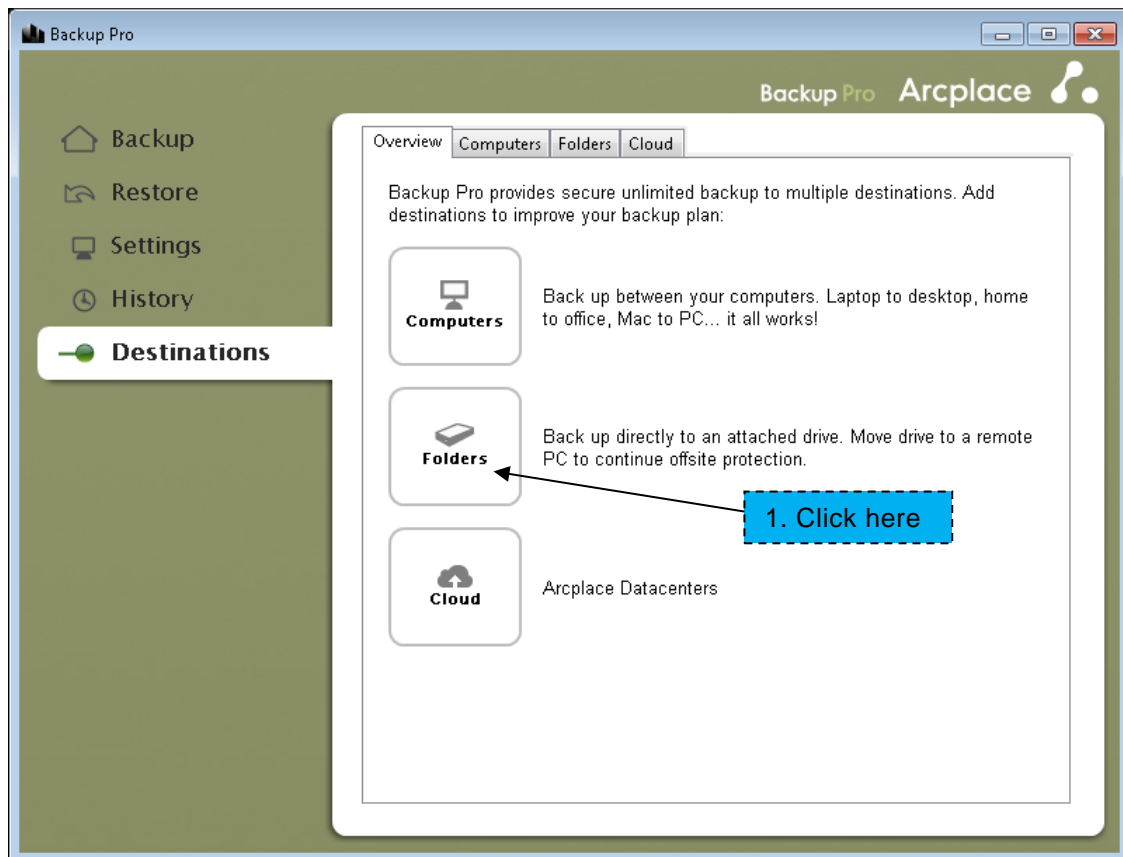
Having a local storage as an additional backup destination brings the ability to restore data without being online. Local storage furthermore makes it easier to restore large amounts of data, even with a poor internet connection.

Advantage of another computer as a backup destination?

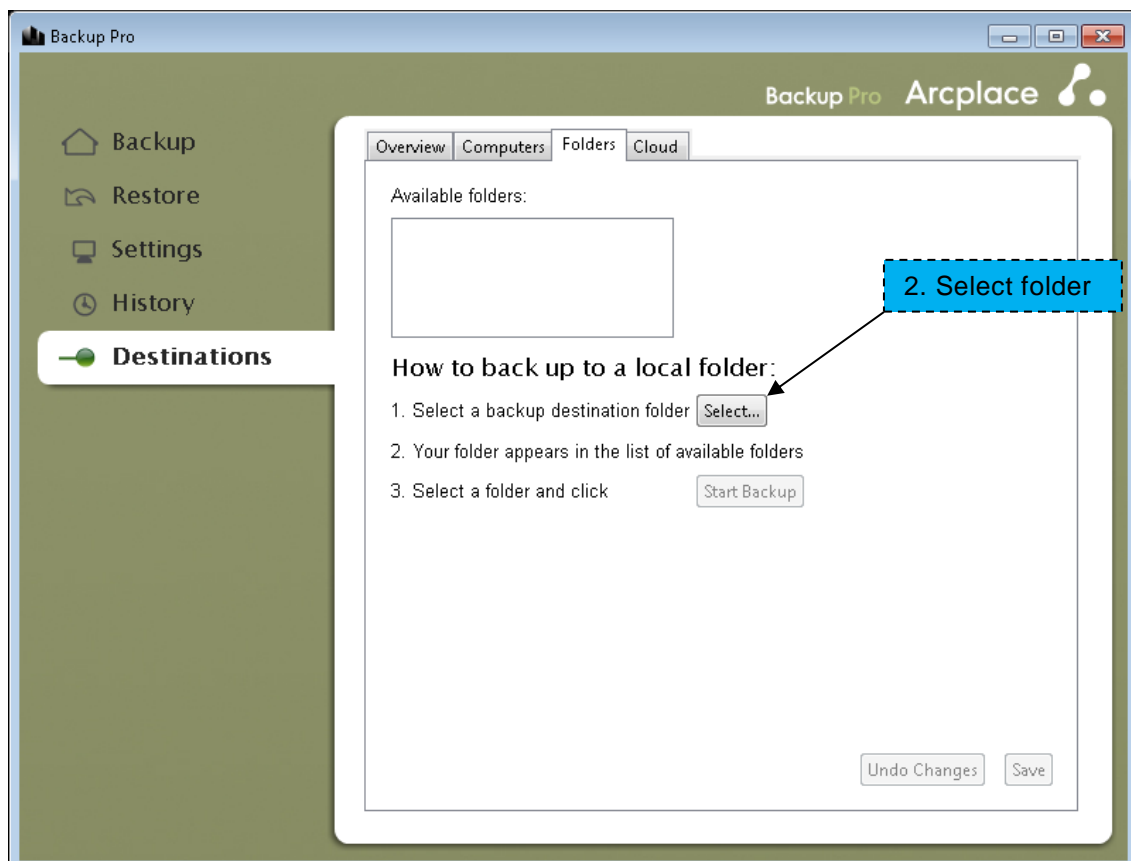
To have a backup on another computer brings additional security.

Add Local Storage

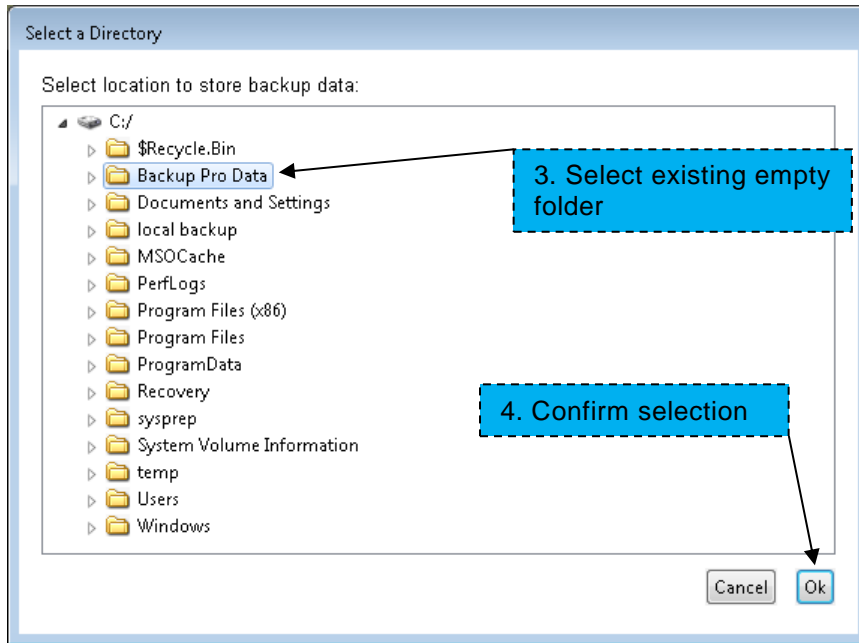
Change to the menu „Destinations“ and click on „Folders“.



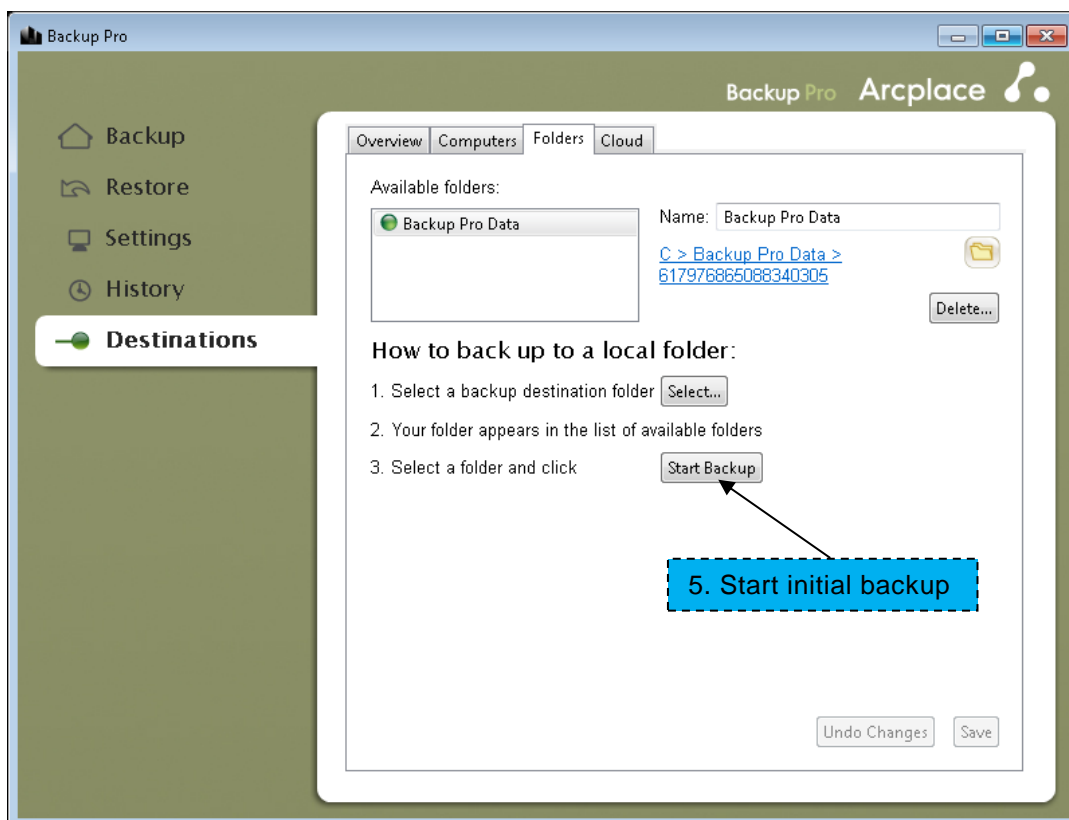
Click on „Select...“ and select an empty folder on your hard disk.



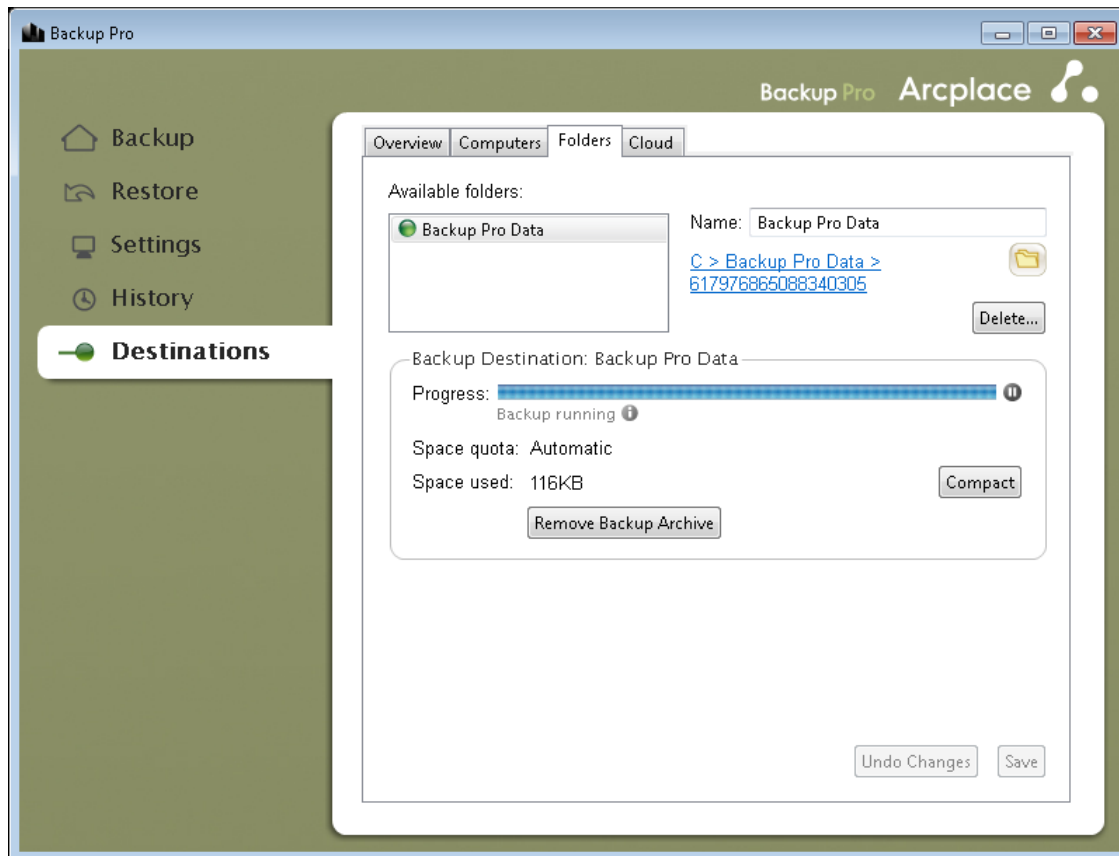
Please note: The folder needs to exist, you can't create new folder using this dialog.



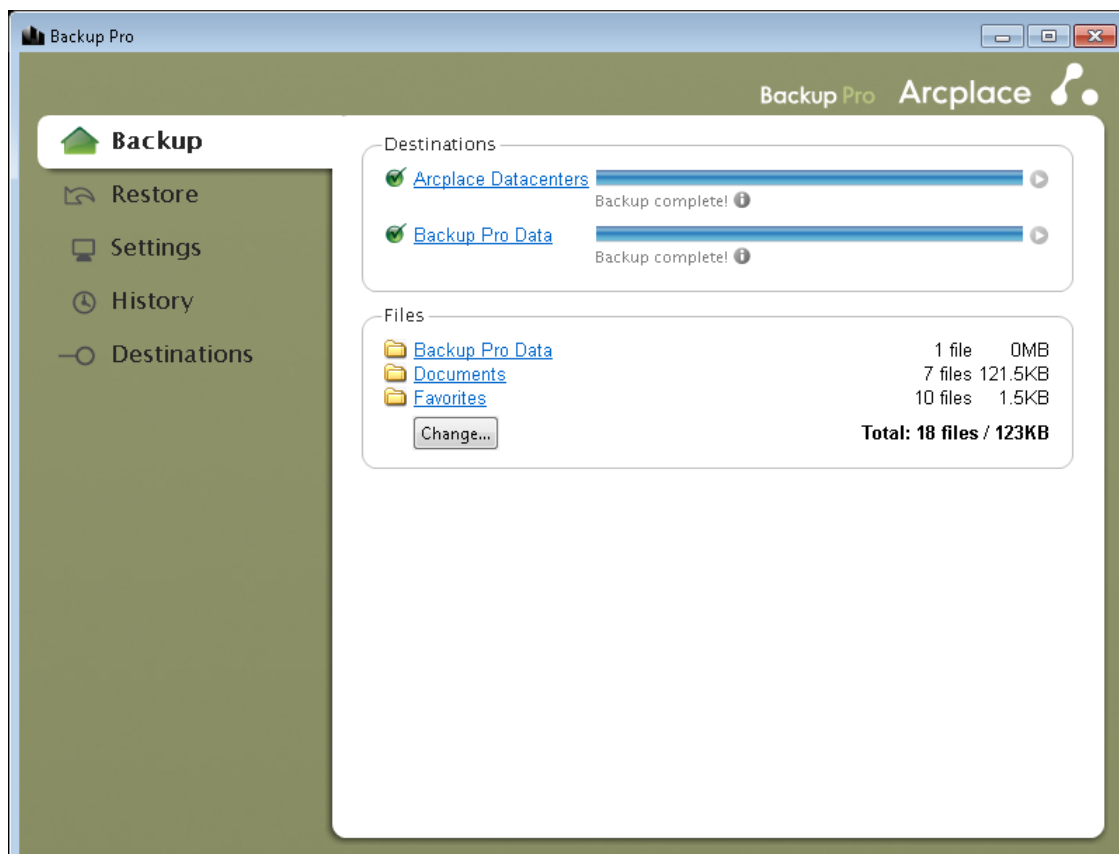
After selection you can see the listed „Backup Pro Data“ as a local backup destination. The initial backup can be started now.



Status of Initial Backup



Change to the menu „Backup“. Here you can see all backup destinations and the current status of each backup.

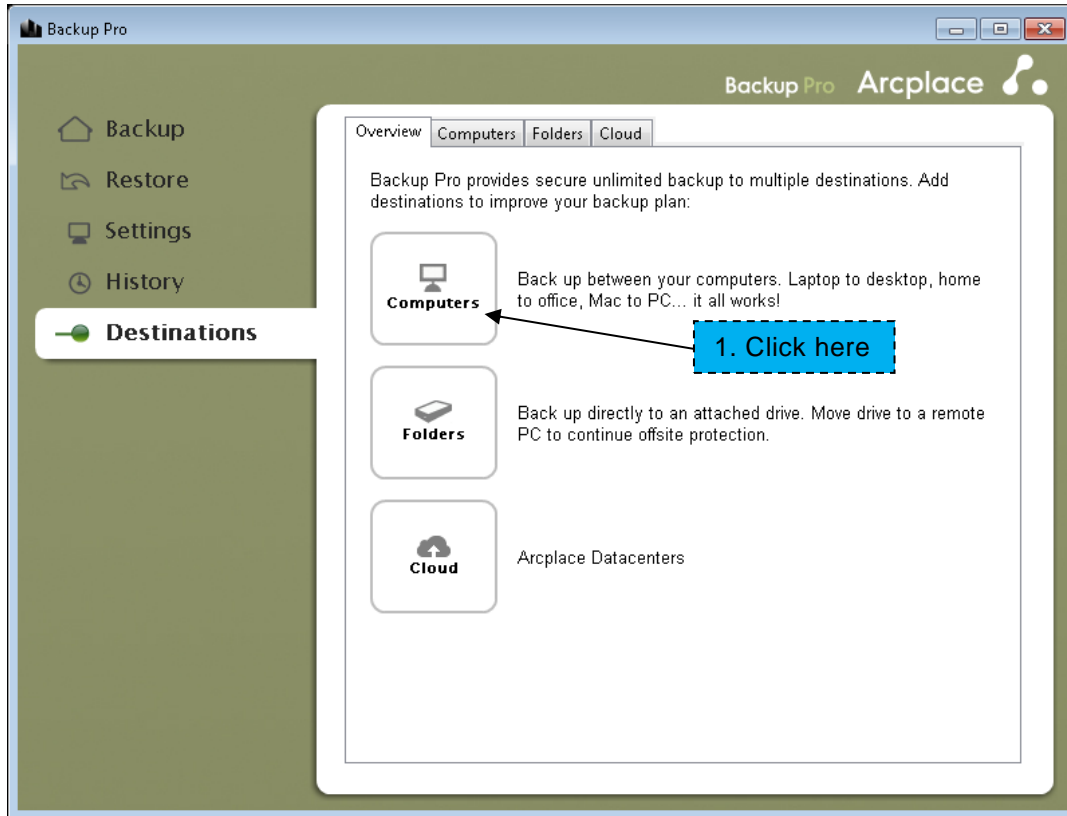


The local backup will now backup the same data as the Arcplace Datacenters.

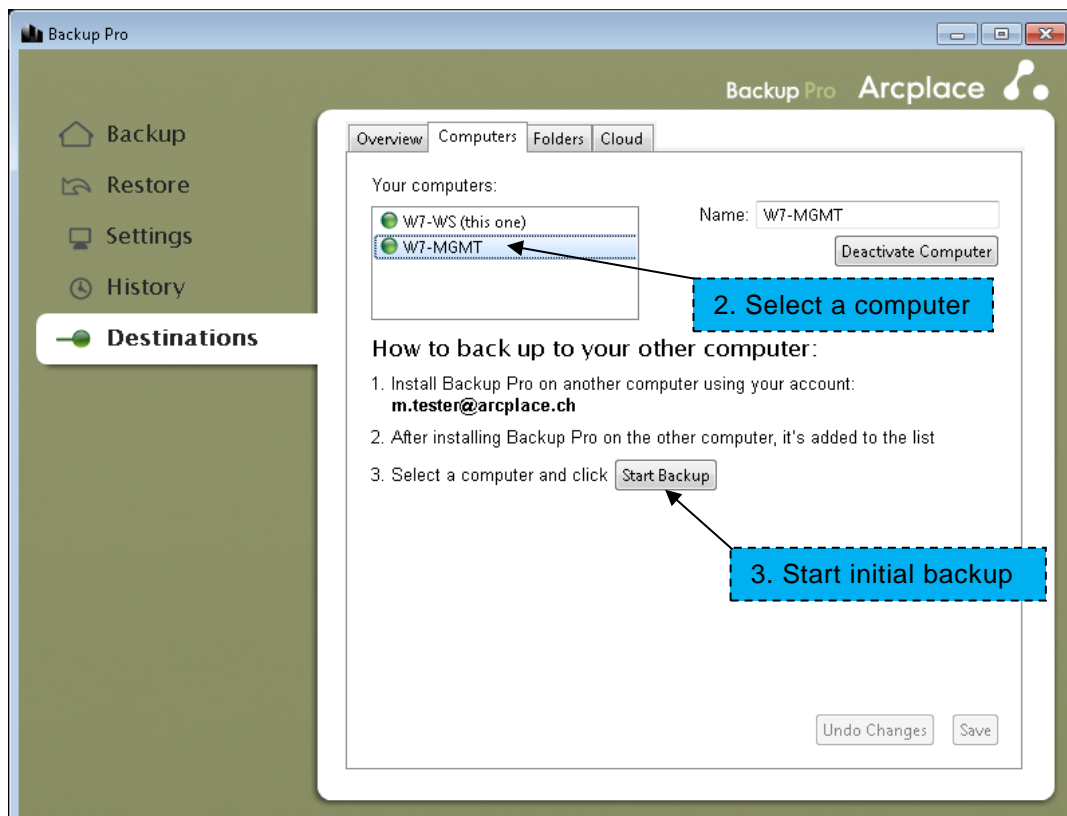
Add another computer as a backup destination

Please be aware that you must have installed the Backup Pro Software with the same account on every computer you want to have as a backup destination!

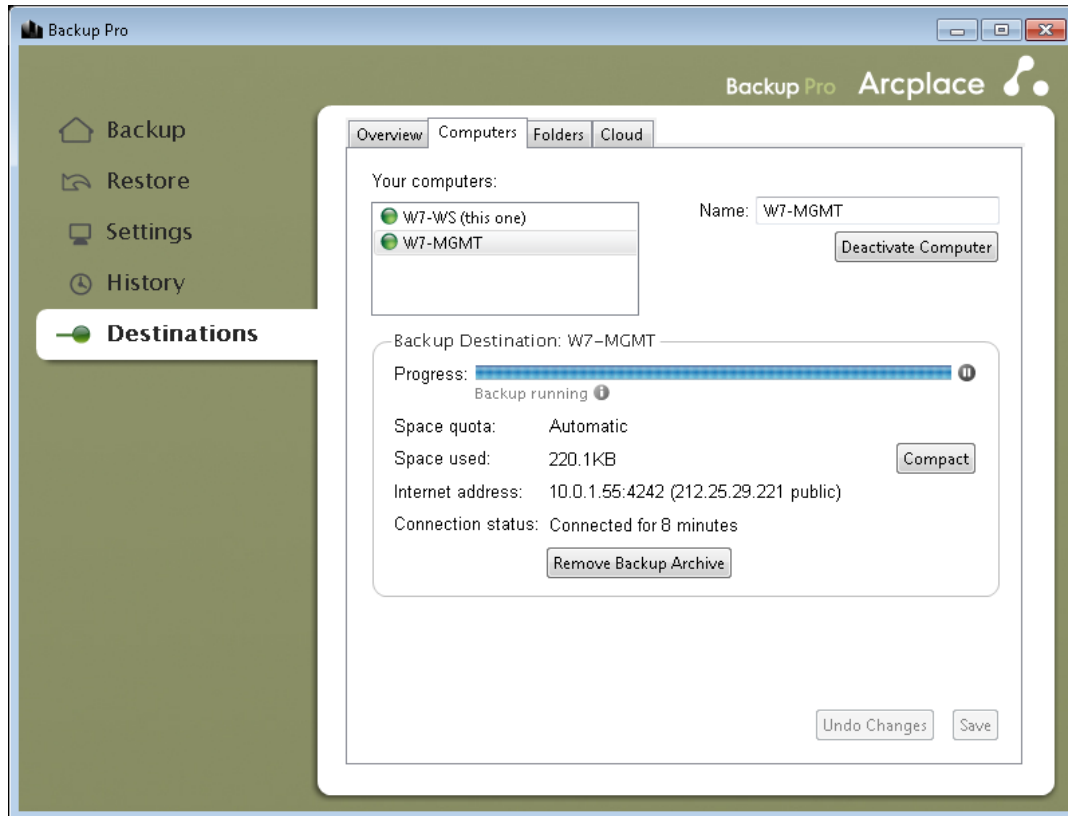
Change to the menu „Computers“ and click on „Computers“.



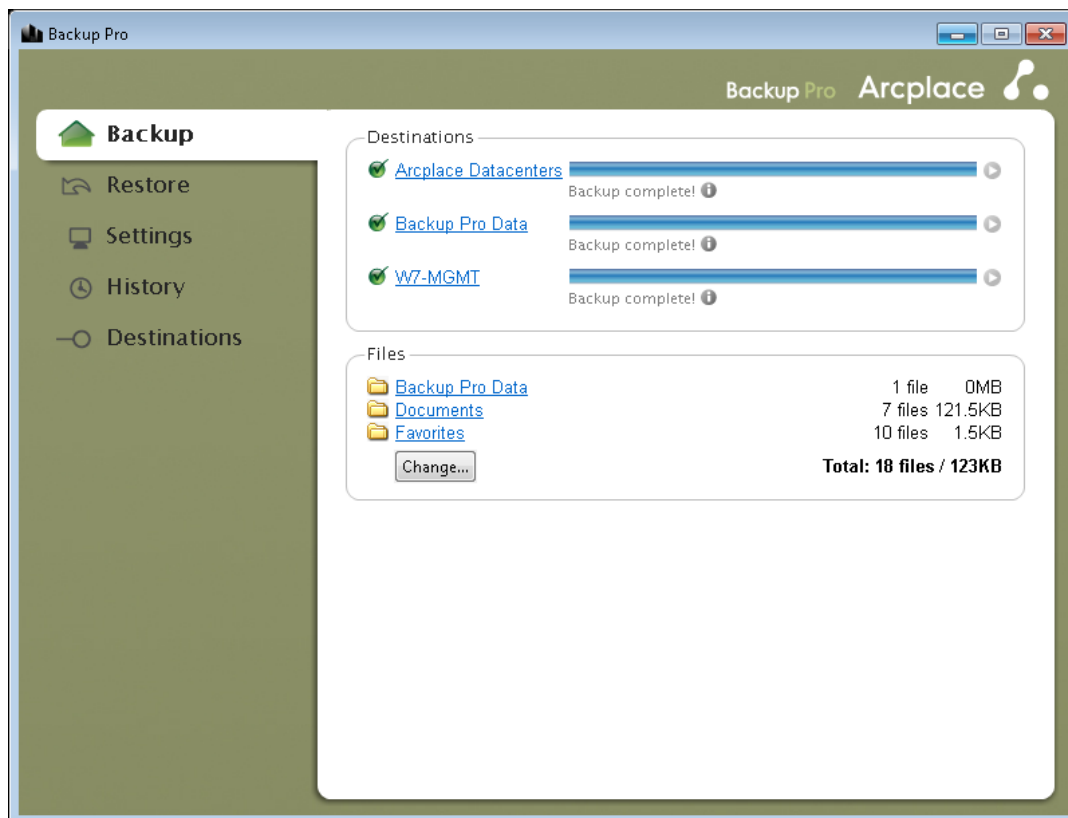
Here you can see a list with available computers.



Status of Initial Backup



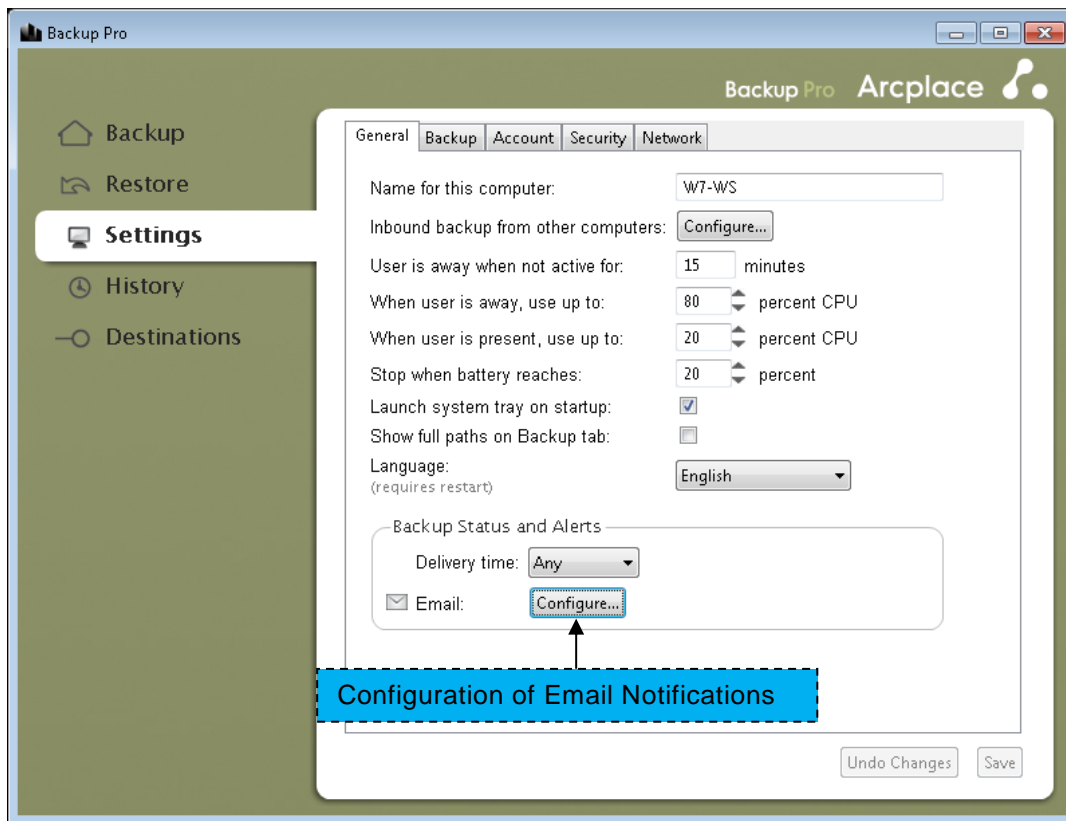
Change to the menu „Backup“. Here you can see all backup destinations and the current status of each backup.



3.8 Email Status and Alerts

Backup Pro sends at regular intervals Email notifications about the condition of the backups. By default every week a summary of the backup status will be sent to the Email address of your account.

In the menu „Settings“ in the tab „Backup“ Email notifications can be configured (see screenshot below).

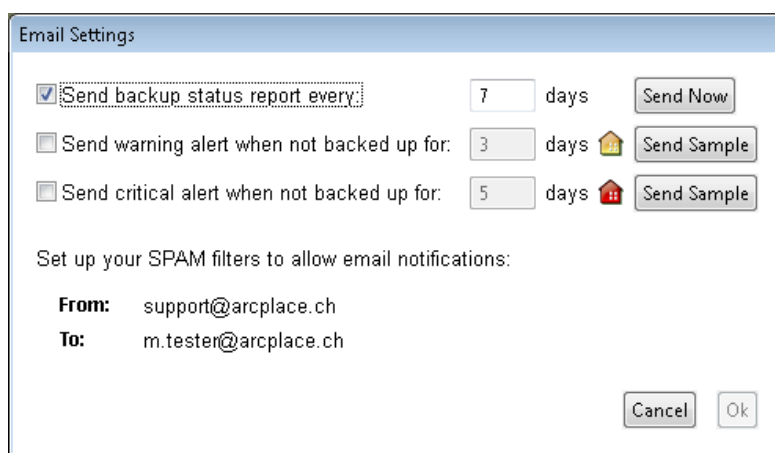


Delivery time:

Define at what time Backup Pro sends Email notifications. By default Emails will be always sent.

Email:

To configure the Email notifications click on the button „Configure...“.



Please note:

Your SPAM filters should allow to receive Emails with the following sender address
support@arcplace.ch.

Email Settings:

Send backup status report every:	Send Email summary of backups every 7 days.
Warn me when not backed up for:	Send Warning Email if computer is not backed up for x days
Alert me when not backed up for:	Send Alert Email if computer is not backed up for y days

3.9 Free up storage space in the Arcplace Datacenters

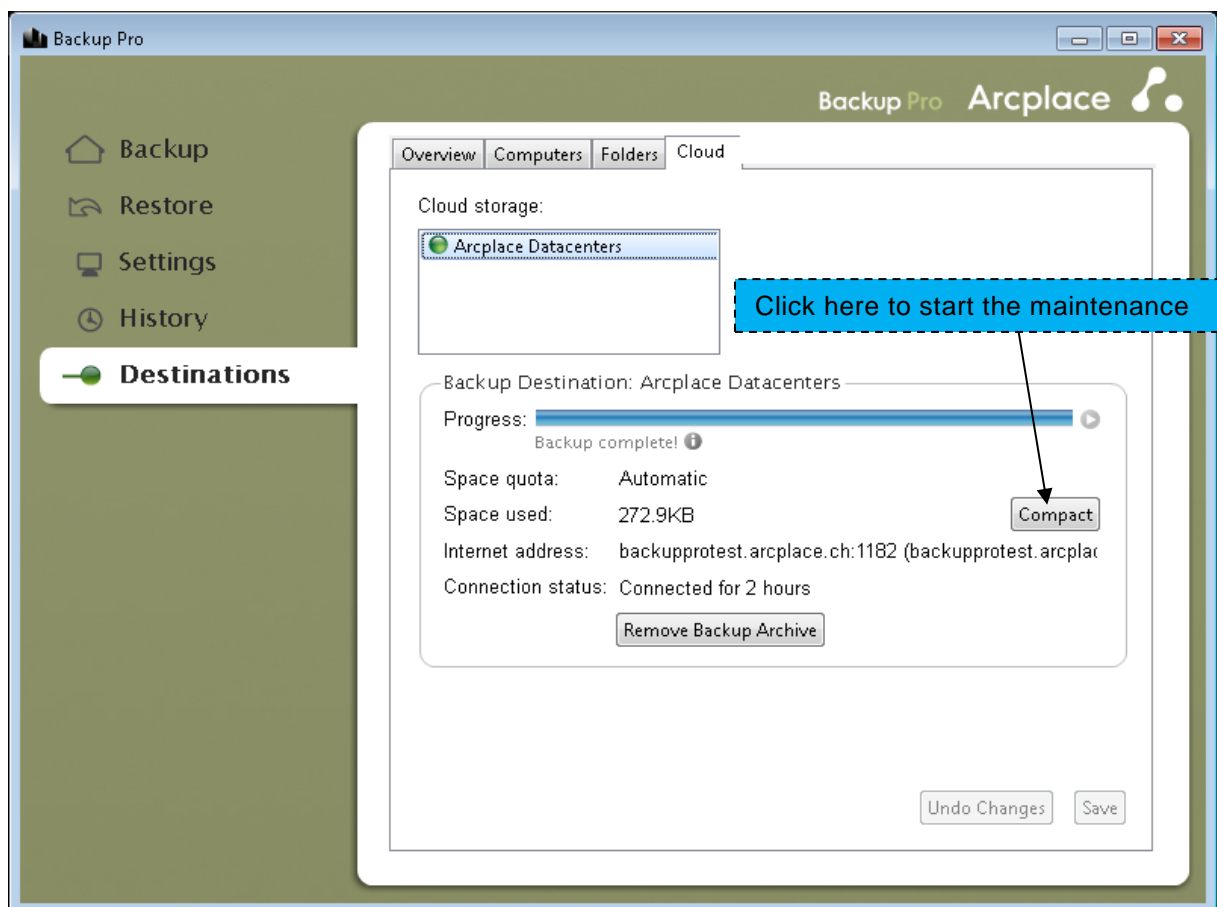
Every week Backup Pro maintains your backup archives and frees up storage space. The backup maintenance process deletes backup data, which are **not** selected to backup. Please review your selection carefully → Chapter [Select Data to Back Up](#)

Example:

Accidentally you have chosen to backup all your data in your profile folder including your music and video files. The problem is now that your music and video files need much more storage space than you actually have. To free up storage space you have to deselect the music and video folders first. After deselecting the music and video files still remain in the backup archive.

If you don't want to wait for the next maintenance interval you can manually activate the maintenance process.

In the menu „Destinations“ in the tab „Cloud“ the maintenance can be started by clicking on the button „Compact“ (see screenshot below).



3.10 Settings – Overview

In this chapter you will find an explanation of the Backup Pro Software settings. In the menu „Settings“ you will find the listed tabs below.

General:

Item	Description
Name for this computer:	Name of the computer you are currently using (name can be changed).
Inbound backup from other computers:	Settings for disabling/enabling inbound backups. See Inbound backup from other computers for detailed list of settings.
User is away when not active for:	Number of minutes of inactivity after which the user is considered „away“.
When user is away, use up to:	Percent of CPU to use when user is not at computer (away).
When user is present, use up to:	Percent of CPU to use when user is at computer (present).
Stop when battery reaches:	Pause backup when remaining battery power is below this level.
Launch system tray on startup:	Displays CrashPlan icon in notification area.
Show full paths on Backup tab:	Show full path (sequence of drives and folders to navigate to files) wherever filenames appear on the Backup tab.
Language:	Automatic means that Backup Pro will display in the default language specified by the OS. Note: Changing the language creates a new history file. Your old history file will no longer be available, even if you switch back to the original language. You need to exit and restart the Backup Pro application before your new selection takes effect.

Backup:

Backup will run:	Always – Backup Pro is always running Between specified times – Backup Pro runs only during the time range you specify. For example, you may want to run only between 6 a.m. and 9 a.m. You can also choose the days of the week you want backups to run. Backup and restore are allowed to run only during this timeframe.
Verify selection every:	Scan system for file changes and deleted files within your backup selection at the interval and time of day you specify. If the computer is powered off or asleep at the scheduled scan time, the scan will wait until the next scheduled scan time to run.
Frequency and versions:	Display window in which you can specify how often Backup Pro backs up and which versions shall be retained. See Backup Frequency and Versioning for detailed list of settings.
Filename exclusions:	Display window in which you can enter file extensions to be excluded from your backup. See Filename patterns to exclude for detailed list of settings.
Advanced settings:	Settings for disabling/enabling data de-duplication, compression, encryption, real-time file watching, and backing up open files. See Advanced settings for detailed list of settings.
Backup sets:	Create backup sets; view and edit backup set options. Once backup sets are enabled, the Backup tab displays additional options. See Backup sets for detailed list of settings.

Account:

Personal information	Do not change the username without asking your IT-Partner!
Change Password...	Display the Security page on which you can change your password.
Manage account	This hyperlink brings you directly to the web administration of Backup Pro.
License	Information helpful for technical support calls.

Security - Access:

Before changing anything here, please read the chapter [Settings – Archive Encryption Key](#) very carefully!

Require account password to access Backup Pro desktop application	Checked - Requires that the user enters the correct password to open the Backup Pro application. Unchecked - No password is required to open the Backup Pro application.
Account Password	Your Backup Pro account password. This password is required for: - Access Web Restore - Access Web Admin Management
Archive Encryption	448-bit encryption (default) Users or admins can restore files without providing an additional password. 448-bit encryption + password Users or admins can restore files only by providing the correct password. This additional password cannot be reset if it is forgotten or lost. By default this password is the account password. 448-bit encryption + custom key Users or admins can restore files only by providing the correct 448-bit key. The custom key cannot be reset if it is forgotten or lost and backup data is unrecoverable.

Network:

Internal address:	IP address the computer/device's operating system reports to the Backup Pro application. Read-only.
External address:	Address Backup Pro sees for this computer. Read-only.
Discover:	Click to force Backup Pro to test and update connection status.
Network interfaces: [Configure...]	Backup is disabled when the computer/device is connected via de-selected network interfaces. Unless a network interface is explicitly excluded, backup is allowed over any connected network interface. A network interface must be connected before it can be disabled; however, once an interface is disabled, it remains disabled in Backup Pro unless specifically re-enabled. Note: Feature available on Windows and Mac only.
Wireless networks: [Configure...]	Backup is disabled when the computer/device is connected via de-selected wireless network SSIDs. Unless a network's SSID is explicitly excluded, backup is allowed over all wireless networks. Click Add to specify an SSID not displayed in the list. Note: Feature available on Windows and Mac only.
Proxy enabled:	Enable proxy settings to connect to the Internet via a proxy server.
Proxy PAC URL:	The URL required to connect to the Internet via a proxy. Contact your network administrator if you do not know the URL for your network.
Limit sending rate when away:	Bandwidth setting when you are not using your computer. Selecting a larger value allows Backup Pro to back up your files faster.
Limit sending rate when present:	Bandwidth setting when you are working at your computer. Keep in mind backup will be slower at lower bandwidth

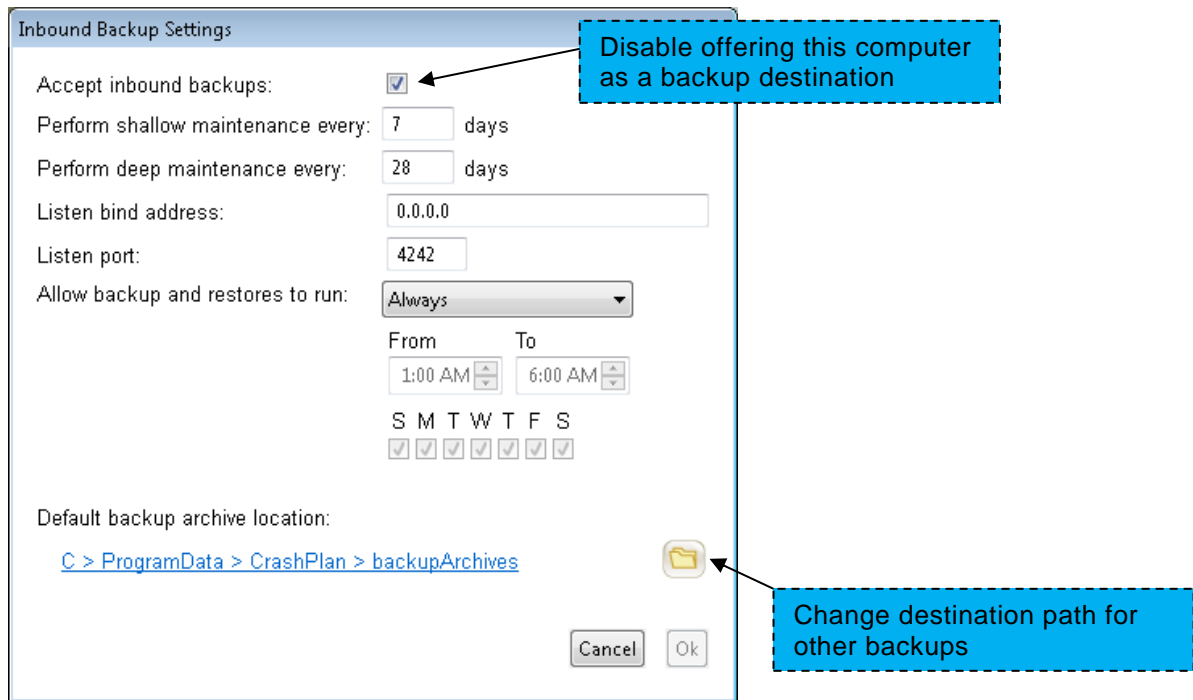
	settings.
Sending message buffer size:	For expert users only! Size of outbound buffer for WAN and LAN (i.e. the amount of data that's allowed to be "in flight" at one time over the network between the source and the destination).
Receiving message buffer size:	For expert users only! Size of inbound buffer for WAN and LAN (i.e. the amount of data that's allowed to be "in flight" at one time over the network between the source and the destination).
TCP Packet TOS:	For expert users only! Must have QoS capable router configured. Choose the TCP Packet quality or custom DSCP value from the list: Low, Normal, Reliability, Throughput or DSCP...

3.10.1 Settings – Inbound backup from other computers

Attention:

Please be aware that using a computer as a backup destination needs additional storage space, you may therefore have to change the destination path (other hard disk) to have sufficient storage space available.

In the menu „Settings“ in the tab „General“ you can define settings regarding the inbound backups. By default other computers using the same Backup Pro account can use your computer as a backup destination.

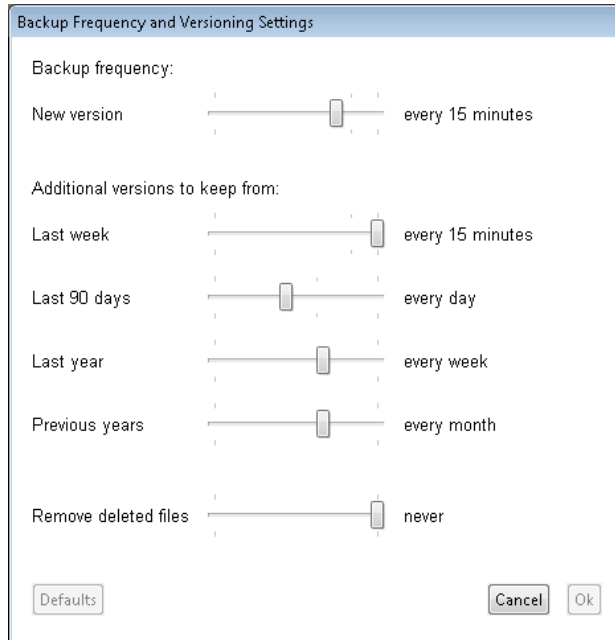


Item	Description
Accept inbound backups:	Indicates whether or not other computers can use this computer as a backup destination.
Perform shallow maintenance every:	Checks the overall health of the archive and prunes versions and deleted files. This scan completes faster than the deeper maintenance.
Perform deep maintenance every:	Uses checksum of all data blocks to verify health of archive. This scan automatically occurs on each block silo that is able to reclaim space.
Listen bind address:	IP address of the interface that listens for connections.
Listen port:	Port the interface listens to for backup connections.
Allow backup and restores to run:	<p>Always – Backup Pro is always able to receive backups and restore to other computers.</p> <p>Between specified times – Backup Pro accepts backups and restores only during the time range you specify. For example, you may want to run between 6 a.m. and 9 a.m.</p> <p>You can also choose the days of the week that you want backups and restores to run.</p>
Default backup archive location:	Shows location on file system where backup archives are stored.

3.10.2 Settings – Backup Frequency and Versioning

The window below shows how you can specify how often Backup Pro backs up and which versions shall be retained.

Change to the menu „Settings“ and to the tab „Backup“. Here click on the button „Configure...“ on the point “Backup frequency and versioning.”

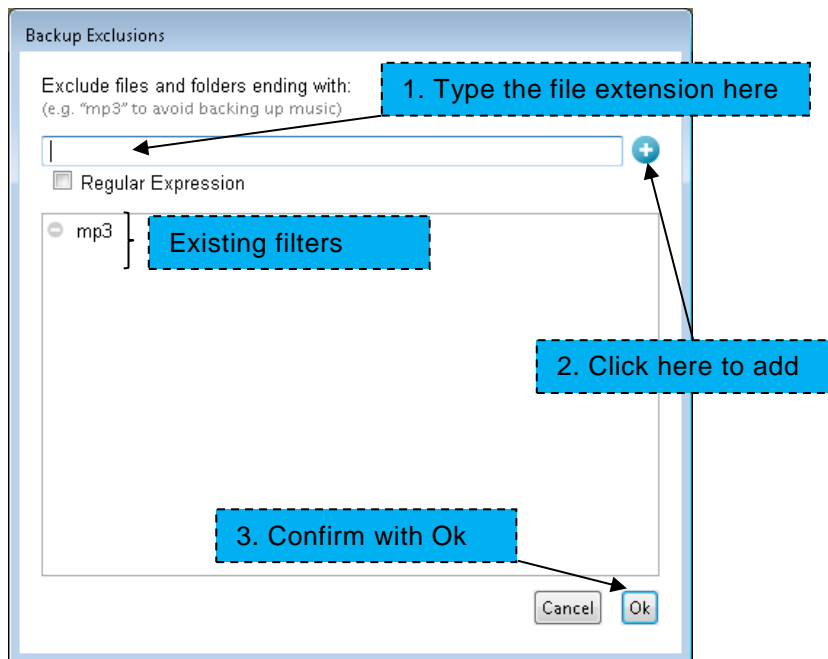


Item	Description
Backup frequency – New version	Indicates how often Backup Pro backs up a file.
Versions to keep from last week	Indicates which versions to keep from last week (not including today).
Versions to keep from last 90 days	Indicates which versions to keep from last 90 days (not including last week).
Versions to keep from last year	Indicates which versions to keep from last year (not including the last 90 days).
Versions to keep from previous years	Indicates which versions to keep from previous years (not including last year).
Remove deleted files after	Period after which deleted files are removed from the archive.
Defaults	Return settings to original default.

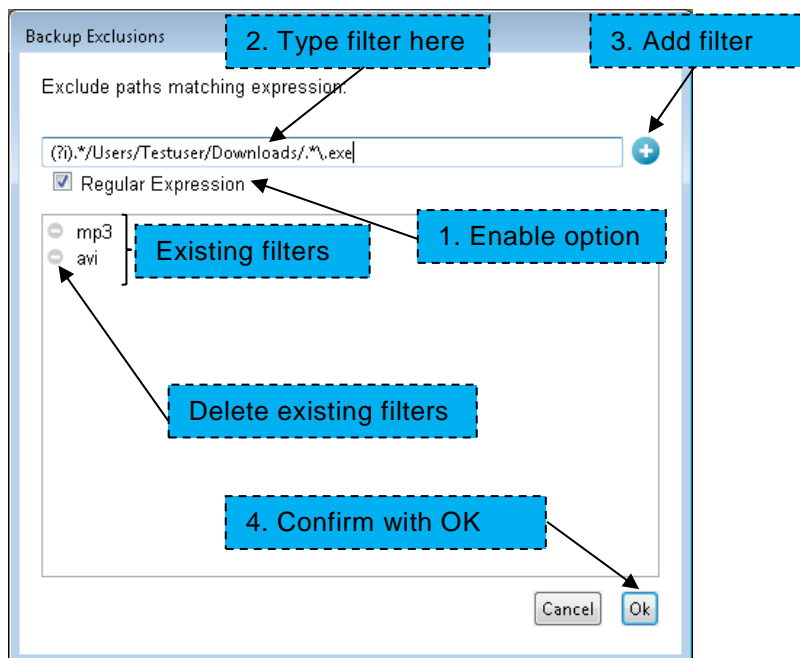
3.10.3 Settings – Filename patterns to exclude

In the menu „Settings“ in the tab „Backup“ you can define filename patterns to exclude files and folders from the backup set. It can be used to exclude some file extensions or certain file paths.

Exclude certain file extension:



To exclude certain file extensions from certain paths follow the instructions in the screenshot below („Regular Expression“ has to be enabled).

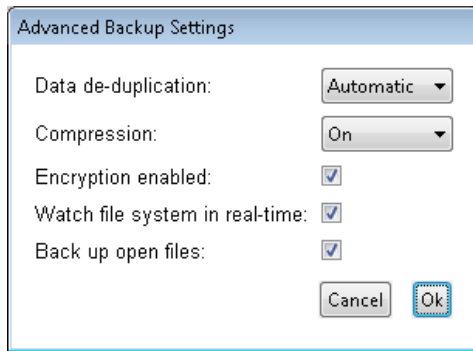


In the example above all files with the extension *.exe in the folder Downloads in your user profile will be excluded from backup.

Considerations

Excluding files previously selected for backup marks the excluded files for deletion from the backup archive. Newly excluded files are purged from the backup archive during the next scheduled Archive Maintenance. Once excluded files are purged, they are gone forever and cannot be restored.

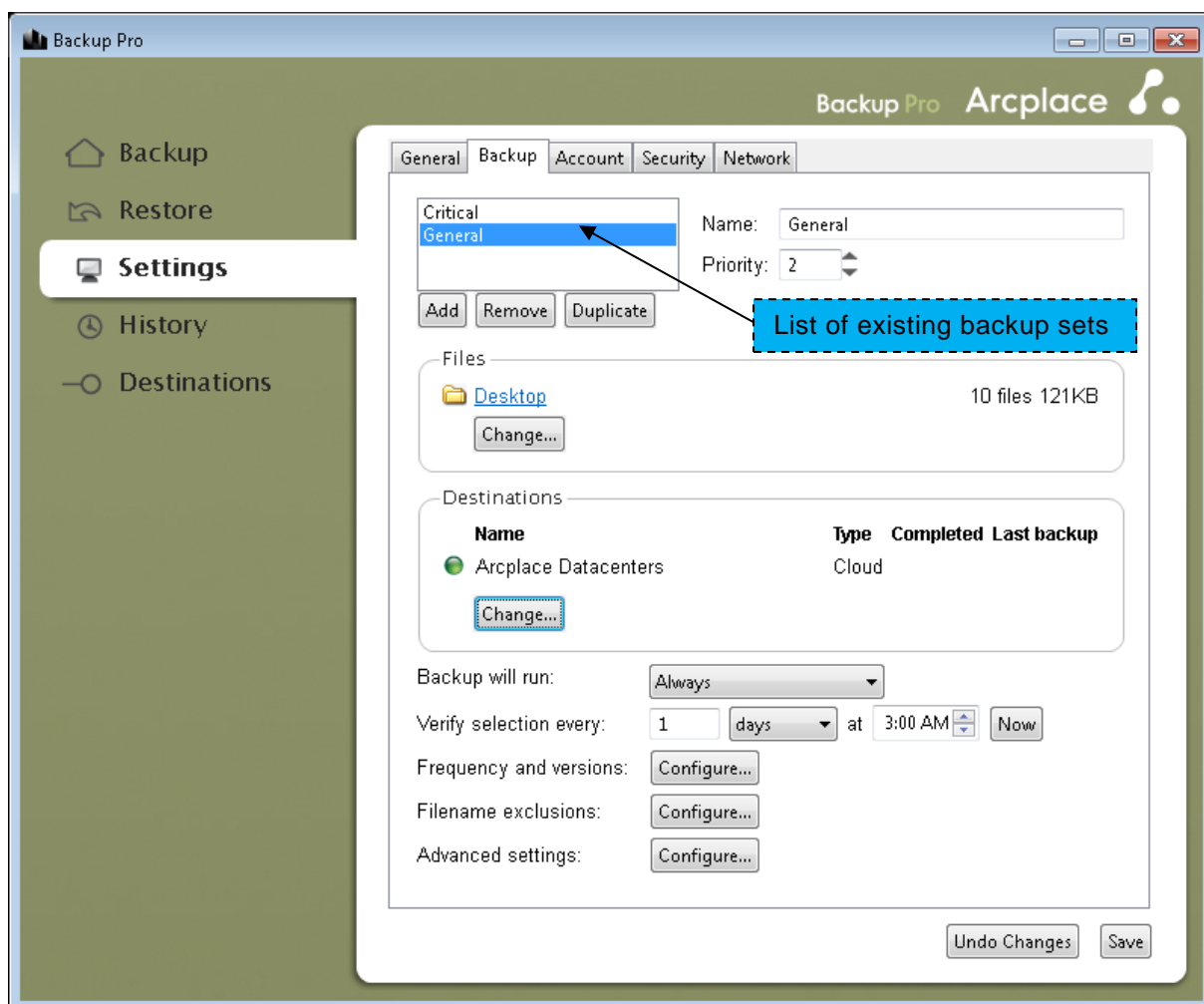
3.10.4 Settings – Advanced settings



Item	Description
Data de-duplication:	<p>Automatic - Full compression is used when going over a slow Internet connection. Minimal is used when going direct to disk or over LAN.</p> <p>Full - Every effort is made to identify duplicate data. While being 100% effective, it requires a great deal of CPU power. With this setting you're sacrificing CPU and speed to save bandwidth and disk at destination.</p> <p>Minimal - Several methods are used to identify duplicate data. While about 90% effective, this setting requires far less CPU power and will speed up initial backup significantly, typically 400% on a single processor system.</p>
Compression:	<p>Controls how Backup Pro compresses your backup. Compressed backups use less bandwidth and less disk space. Compression does consume some CPU, but not enough to offset overhead due to maxing out your bandwidth or I / O. Because you generally have more CPU available than bandwidth or disk I / O, we do not recommend turning off compression.</p> <p>Automatic - Files that do not compress well or are already compressed are not compressed by Backup Pro.</p> <p>On - All files are compressed.</p> <p>Off - No files are compressed.</p>
Encryption enabled:	Indicates whether encryption is turned on.
Watch file system in real-time	Indicates whether Backup Pro is constantly monitoring for file changes. When enabled, this setting allows Backup Pro to avoid scanning your system for changes. Turning off this setting means that changes will be detected only during a nightly scan or when users press Scan.
Back up open files:	Indicates whether files that are open (in use) at the time of back up will be backed up.

3.10.5 Settings – Backup sets

When you enable Backup Sets, the **Settings > Backup** screen displays the below options.



Item	Description
Name:	Name for this backup set.
Priority:	Indicates the sequence in which the selected backup set will run.
Add	Creates a new backup set. By default, new backup sets have no files selected or destinations specified.
Remove	Deletes the selected backup set. Backed up files will be removed from their respective destinations in the backup set.
Duplicate	Makes a copy of the selected backup set, including selected files, destinations and settings.
Files	Specifies the file/folders to be included in your backup. You can select as many files or folders as you want.
Destinations – Change	Displays Destinations window where you specify the destinations for the backup set.
Backup will run:	Always – Backup Pro is always running. Between specified times – Backup Pro runs only during the time range you specify. For example, you may want to run between 6 a.m. and 9 a.m. You can also choose the days of the week you want backups to run. Backup and restore are allowed to run only during this timeframe.

Verify selection every:	Scan system for file changes and deleted files within your backup selection at the interval and time of day you specify. If the computer is powered off or asleep at the scheduled scan time, the scan will wait until the next scheduled scan time to run. Note: Backup Pro alerts you if the time you set to run the verification scan is outside the timeframe you've allowed Backup Pro to run.
Frequency and versions:	Display window in which you can specify how often Backup Pro backs up and which versions to retain. Note: When multiple backup sets back up to a single destination, the frequency and version settings from the backup set with the highest priority are applied to all sets backing up to that destination. See Backup Frequency and Versioning for detailed list of settings.
Filename exclusions:	Display window in which you can enter file extensions to be excluded from backup. Note: When multiple backup sets back up to a single destination, exclusions applied to one set are applied to all sets that back up to the same destination. See Filename patterns to exclude for detailed list of settings.
Advanced settings:	Settings for disabling/enabling data de-duplication, compression, encryption, real-time file watching, and backing up open files. See Advanced settings for detailed list of settings.

3.10.6 Settings – Archive Encryption Key

By default your account and archive is secured with a randomly-generated 448-bit encryption key that all your computers use to encrypt your backup data. The encryption key itself is also secured with your account password.

For security minded users, Backup Pro offers additional security options. Each of these security options offer greater security and correspondingly require greater effort to use. Options include:

- **448-bit encryption (Default):**
 - No extra password to remember and least risk for restoring data
 - Admins can access backup data stored at Backup Pro Central
 - If the user forgets his or her account password, it can be reset without affecting backup or existing backup data
- **448-bit encryption + password:**
 - Higher security
 - The user sets a data password that secures the encryption key
 - Data password must be 8 - 56 characters long
 - Admins must have the additional password to restore files
 - Additional password to remember and increased risk of not being able to restore
 - Users can change the data password at any time, and changing the data password does not affect backup data
 - Admins cannot access backup data stored at Backup Pro Central without knowing the data password
 - If the data password is lost, it cannot be reset and any backup data is unrecoverable
- **448-bit encryption + custom key:**
 - Highest upgraded security
 - Manage your own data key per machine. Each computer under this account could use a different data key
 - Admins need data key to restore
 - Impossible to remember, with increased risk of losing the data key (not being able to restore)

Because you don't want someone getting at your data by simply downgrading your security, we have made it so Backup Pro does not allow you to downgrade your security option.

Considerations

- Once you have upgraded your security settings, you can never downgrade.
- Arcplace Support has no way to recover your private data password or private encryption key because Arcplace never has access to this information.
- Administrators need to enter the user's private password or private key to restore files for users. Passwords cannot be viewed in the admin console, so a user must give this information directly to the administrator.
- Important: You cannot recover your files if you forget your private password or lose the custom encryption key you created. You must reinstall Backup Pro on all computers in your account with a new username and start backing up again.

4 Backup Pro migration

This procedure describes how to migrate (adopt) the Backup Pro with all configuration settings from one computer to another computer.

It is exactly the same procedure for a planned hardware replacement or for disaster recovery (old computer is not anymore available due to i.e. hardware issue, lost, stolen etc.).

ATTENTION:

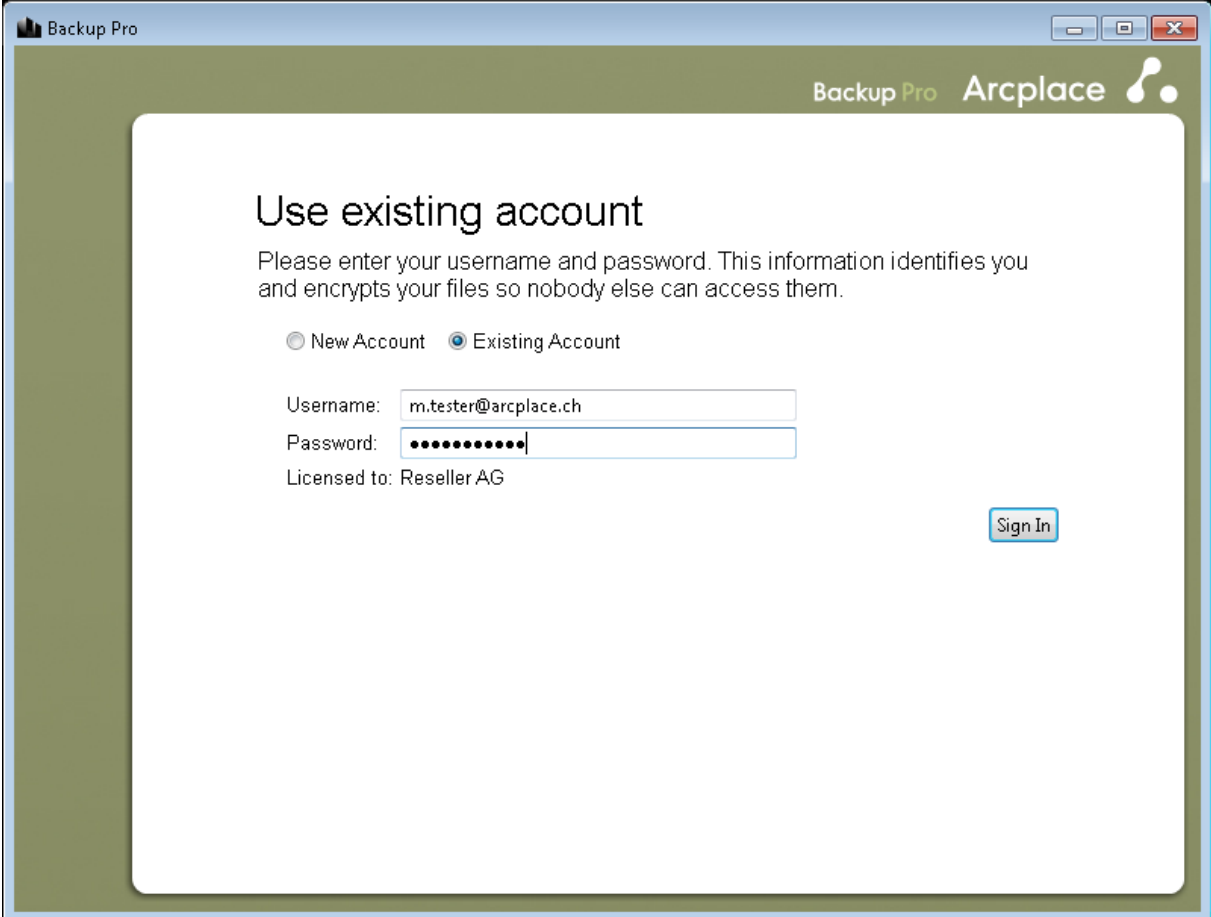
For migrations: The file and folder structure must be identical on the new computer as on the old computer. If not, Backup Pro will perform the initial backup again which could lead to an increased storage quota.

Step 1 – Installation of Backup Pro

Install the same Backup Pro client version as it was installed on the previous computer.

Step 2 – Login

Login with the same username and password as you did on the old computer. This will temporary create a new computer object for the user you logged-in.



Backup Pro

Backup Pro Arcplace

Use existing account

Please enter your username and password. This information identifies you and encrypts your files so nobody else can access them.

☐ New Account ☒ Existing Account

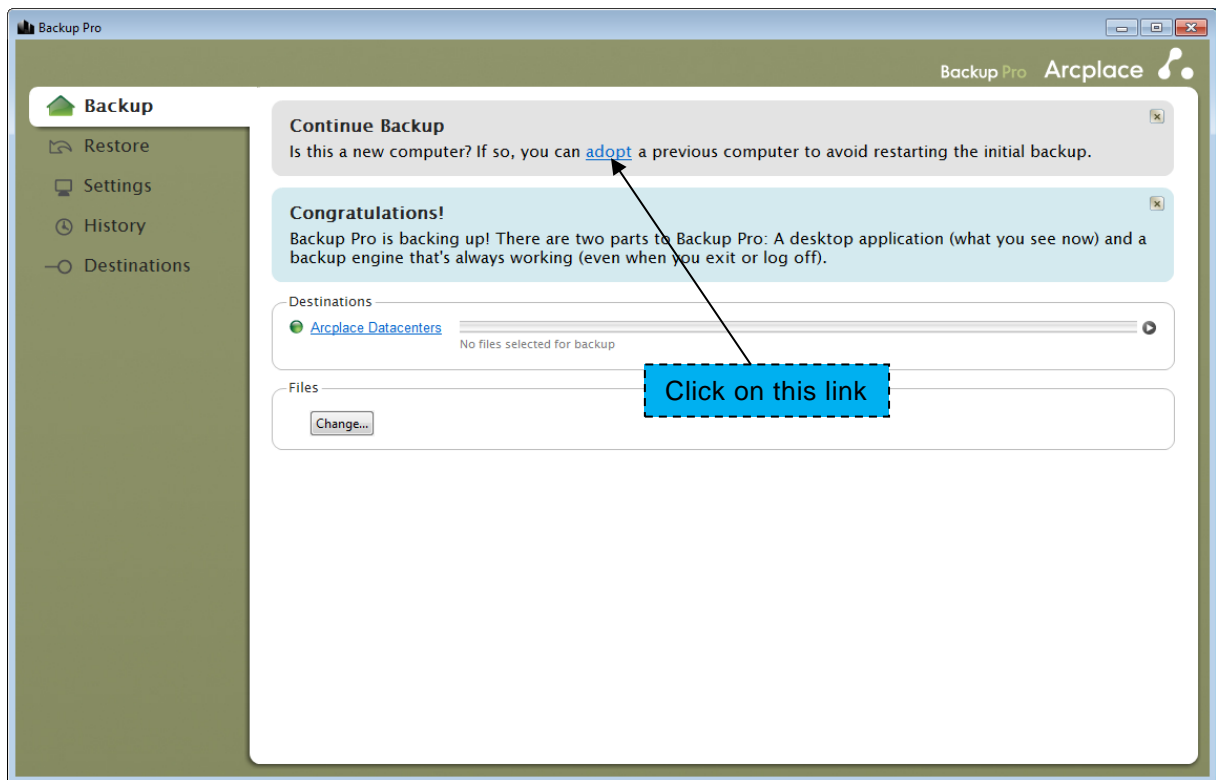
Username:

Password:

Licensed to: Reseller AG

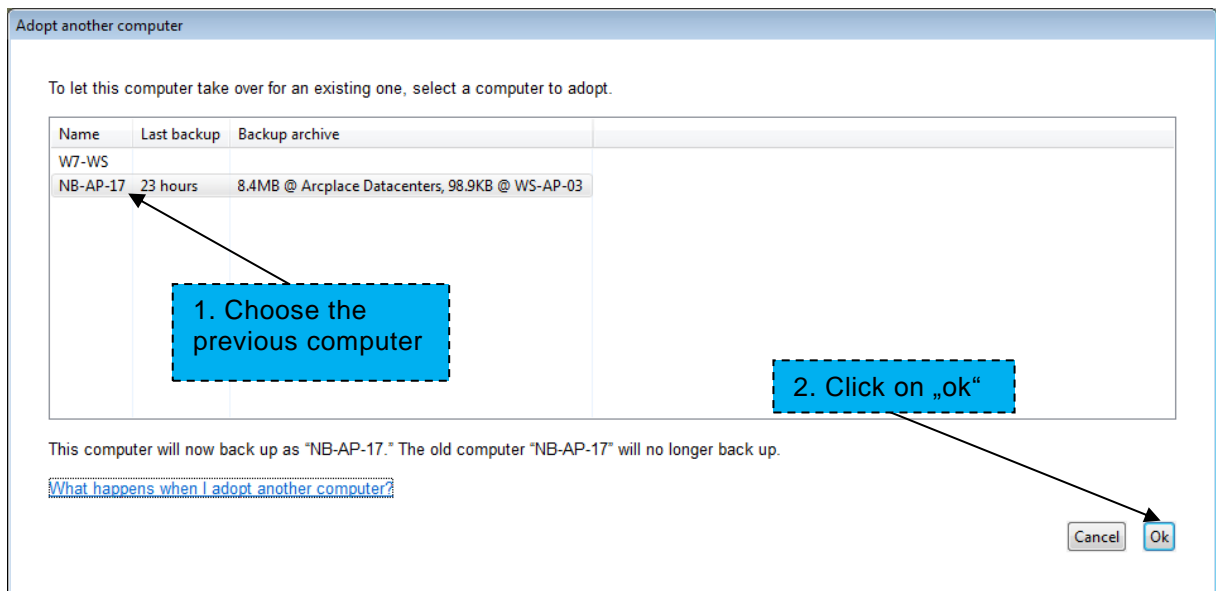
Step 3 – Start the adopting wizard

After successful login with your account you'll have the option to adopt this computer. This will avoid restarting the initial backup and will apply your previous configuration settings.



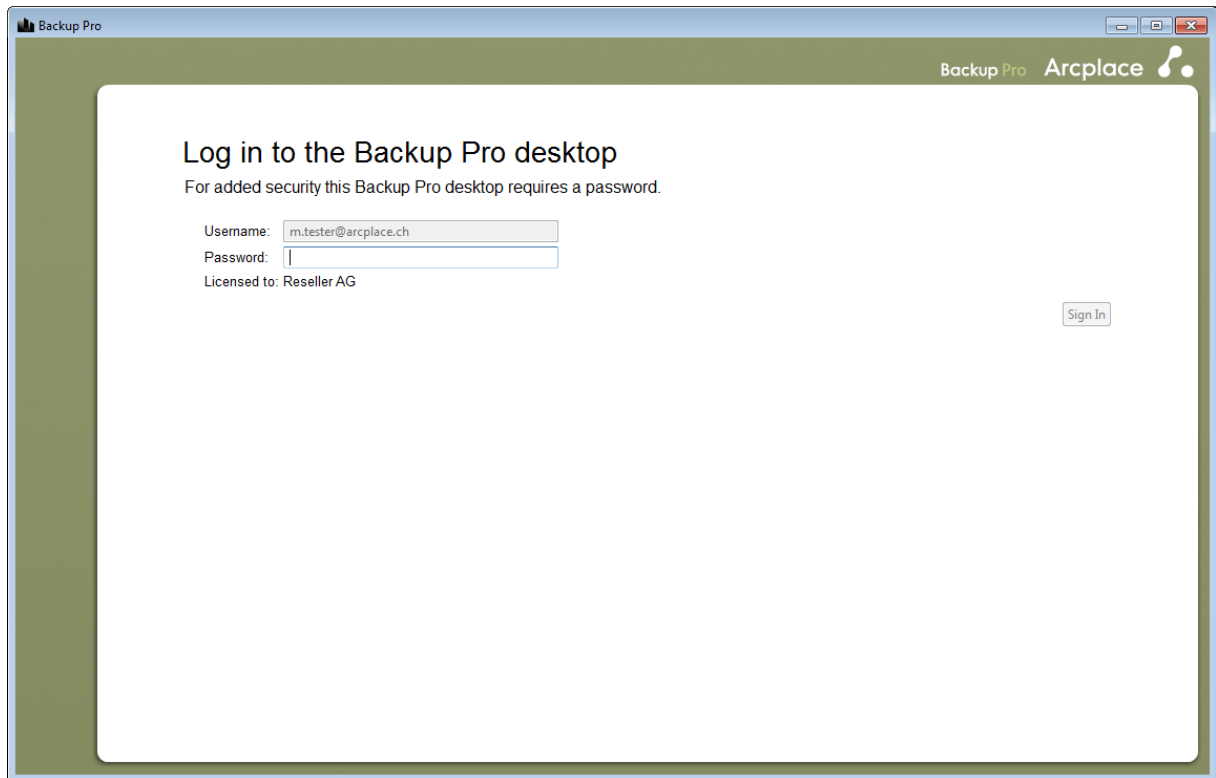
Step 4 – Adopt the previous computer

Please select the computer you want to adopt.



Step 5 – Log in again

After successful adopting of the previous computer you will be signed out automatically and you have to type in your password again.

**Step 6 – Adoption completed**

After successful login the migration process is completed. The temporary created computer object will be removed automatically and the display name of the previous computer will be renamed to the new one.

